



STATE OF TENNESSEE

Department of Finance and Administration, Bureau of TennCare

**AMENDMENT # 2**

**RFP # 318.65-211**

**October 25, 2007**

The subject RFP is hereby amended as follows.

**A. The following RFP Schedule of Events updates or confirms scheduled RFP dates.**

EVENT	TIME	DATE	UPDATED/ CONFIRMED
1. State Issues RFP		9/12/2007	CONFIRMED
2. Disability Accommodation Request Deadline		9/19/2007	CONFIRMED
3. Pre-proposal Conference	1:00 p.m. CDT	9/21/2007	CONFIRMED
4. Notice of Intent to Propose Deadline		9/25/2007	CONFIRMED
5. Written Comments Deadline		10/1/2007	CONFIRMED
6. State Responds to Written Comments		10/25/2007	CONFIRMED
7. Proposal Deadline	2:00 p.m. CST	12/3/2007	CONFIRMED
8. State Completes Technical Proposal Evaluations		12/17/2007	CONFIRMED
9. State Opens Cost Proposals & Calculates Scores	9:00 a.m. CST	12/18/2007	CONFIRMED
10. State Issues Evaluation Notice & Opens RFP Files for Public Inspection	9:00 a.m. CST	1/18/2008	CONFIRMED
11. Contract Signing		1/21/2008	CONFIRMED
12. Contract Signature Deadline		1/22/2008	CONFIRMED
13. Performance Bond Deadline		1/29/2008	CONFIRMED
14. Contract Start Date		2/1/2008	CONFIRMED

**B. The following State responses to the questions detailed shall amend or clarify this RFP accordingly.**

**Disclaimer:** Statements made in the Questions/Comments column are the opinion of the submitting vendor. The State does not confirm the validity of statements made referencing TCMIS functionality in the existing contract. Proposers should rely on information and requirements provided to them from the RFP or reference material.

QUESTION/COMMENT	STATE RESPONSE
1. RFP Section 1.9 Performance Bond and ProForma Contract Section E.9 -- Will the State accept an annually renewable bond to satisfy the Performance Bond requirement? The RFP states we can provide one for the entire period of the contract, or a one year followed by a new one each year, or "re-issued."	Yes.

2. 2. RFP Section 2 Schedule of Events -- The schedule does not have a time slot for orals. Please verify if orals will be a part of the procurement process and if so, the dates on which they occur.	No orals.
3. RFP Section 4.10 Service Location and Work Space -- Please clarify if exceptions will be made for overtime and work required outside the State's standard business hours.	The Contractor can and should work the hours required to accomplish the scope of the contract, including any hours before and after State standard business hours. Any overtime that this may incur would have to be factored into the cost proposal submitted. The contractor should not propose additional rates for overtime, as this will result in disqualification. The State would incur no additional expenditures based on contractor overtime.
4. ProForma Contract Section A.1.2.3.1.1.a -- Please clarify whether the Project Steering Committee is a Bureau-wide body? If so, which Bureau organizations will be represented on the committee? If not please describe the composition of the committee.	The Project Steering Committee is a Bureau-wide body involving Bureau stakeholders.
5. ProForma Contract Section A.1.2.3.3.b -- Please confirm that this step is referring to the assignment of the Bureau business owner by the TCMIS project director.	Confirmed.
6. ProForma Contract Section A.1.2.3.3.c -- Please confirm if the cost impact assessment includes an estimation of the healthcare expenditure impact of a particular policy change. If so, state the role of the Bureau policy analysts in analyzing the impact of a policy change.	Confirmed. Bureau policy analysts will conduct the impact analysis.
7. ProForma Contract Section A.1.2.3.3.c -- Please confirm that this requirement is for 15 business days.	This requirement is for fifteen (15) calendar days. Refer to Section C.1 of this Amendment.
8. ProForma Contract Section A.2.2.X -- Regarding the deliverables for the Transition and Implementation activities and Assessments, there is a distinction between some activities requiring a Formal Presentation and others requiring an Informal Presentation. Can the State please clarify the expectations of a Formal Presentation vs. an Informal Presentation?	A formal presentation would include providing Power Point slides and detailed documents to a large group of stakeholders. An informal presentation would be a high-level presentation to a small group of stakeholders.
9. ProForma Contract Section A.2.8 -- In the Enhancement 4 requirements, the description specifically requests this enhancement is to "establish the use of Crystal Xcelsius". The RFP later says that the requirement is for a COTS dashboard software product "such as Crystal Xcelsius." Can the State please confirm that the RFP requirement is to use a COTS dashboard software such as Crystal Xcelsius and not specifically the Crystal product?	Confirmed.
10. ProForma Contract Section A.2.10.3.2 -- The RFP requirement is to be Level 2 certified within 24	The Contractor must be Level 2 certified within 24 months of the contract start date. Refer to Section

months of the "implementation date" of the Bureau of TennCare account. Can the State please clarify what date is meant by the "implementation date" of the account?	C.3 of this Amendment.
11. ProForma Contract Section A.2.10.3.4 -- The RFP requirement is to be certified Level 2 with the CCMI for Services appraisal method. Currently, the CCMI for Services is not available. For consistent planning purposes among RFP responses, can the State please provide a planning date by which the CCMI for Services will be made available?	According to CMS resources, there is no firm release date of the CMMI for Services. The CMMI Steering Group (SG) has delayed CMMI-SVC work until the CMMI-ACQ is completed. Since that is due for release in Nov. 2007, the SG has approved the team to move forward with re-planning. Refer to Section C.2 and C.4 of this Amendment.
12. ProForma Contract Section A.2.11.2.3.7 -- Please provide specifications of cross provider editing for surgeons and assistant surgeons.	Cross provider editing includes edits to determine that services can be billed by surgeons and for assistant surgeons.
13. ProForma Contract Section A.2.11.2.3.11 -- Please clarify what is meant by convenience items.	Convenience items are items such as TVs, radios, telephones, linen services, items billed with revenue codes 99X, and other items as defined by the Bureau.
14. ProForma Contract Section A.2.16 -- Activity-based costing requires the analysis of current financial data and, where that data is not available, the development of that data or the use of estimates. Please confirm the following three questions:  Will all cost drivers, direct and indirect, need to be considered in the Activity Based Costing, or only all direct costs, or only personnel costs?  Will the Bureau provide all financial data required by the contractor?  If the financial data does not exist or is not readily available, will the Bureau allow the use of estimates?	  In Activity Based Costing, only all direct costs should be considered, which includes personnel costs.  The Bureau will provide all available financial data.  Yes.
15. ProForma Contract Section A.2.16 -- Does the contractor need to model TennCare partner processes including facilities management contractor, call center contractors, ERQO, PBM, MCO, PBM, OIG, and OIR?	Refer to RFP Attachment 6.1, Pro Forma Contract Section A.2.16.1. The Contractor should mainly focus on Bureau of TennCare and Contractor direct business processes, with indirect business processes being subordinate.
16. ProForma Contract Section A.3.3.2.9 -- Please clarify what is meant by "maintain managed care plan enrollments updates online." Is the contractor responsible for online updates of enrollment? If so, what is the daily volume?	An on-line transaction is used to change an enrollee's managed care contractor. The Contractor is required to perform these online updates to enrollment. The daily volume is approximately 25.
17. ProForma Contract Sections A.3.5.3.1 thru A.3.5.3.19 Complaints/Grievances/Appeals Contractor Requirements -- The facilities manager contractor has no responsibility for Complaints/Grievances/Appeals under the current facilities management contract. Are these functions new contractor requirements? If so, please provide the number of images to be scanned each day; a description of the types of documents to be scanned	 This is an existing Contractor responsibility.  However, these responsibilities are currently being done by TennCare staff, and the Bureau does not foresee that this will change.

(for example, 8-1/2 x 11 sheets; envelopes.); the volume of documents to be indexed each day; and how many Bureau FTEs currently perform these functions.	
18. ProForma Contract Section A.3.5.3.16 Complain/Grievances/Appeals Contractor Requirements -- Please clarify if the routing of this report is electronic or does the Bureau require paper? If using paper, to how many destinations will the contractor be required to deliver? Are all destinations within the 310 Great Circle Rd. facility location? If not, please list remote locations.	Reports are sent electronically to DHS, and are received both on paper and electronically by the Bureau. All destinations for paper reports are to the 310 Great Circle Road location.
19. ProForma Contract Section A.3.6.3.2 Benefit Packages Contractor Requirements -- Please list all methodologies for rate and pricing and which methodologies are currently supported by TCMIS.	The TCMIS required rate and pricing components are provided in the procurement library information. The Capitation rate structure is dependent upon enrollee information such as their eligibility category, age, gender, and managed care contractor. The methodology for determining the rate structure is found in the Enrollment section.
20. ProForma Contract Section A.3.6.3.14 Benefit Packages Contractor Requirements -- Please define the difference between "case" bases and "family aggregate" bases.	"Case basis" and "family aggregate" basis are synonymous, and represent enrollees linked within household(s).
21. ProForma Contract Section A.3.9 Accounting/Financial/Premium Management -- The Accounting/Financial/Premium contractor responsibilities do not include the following functions performed under the current facilities management contract: <ul style="list-style-type: none"> <li>• Certificate of Deposits (CD) entries</li> <li>• Drug Rebate CDs</li> <li>• TPL/Refunds</li> <li>• Adjustment CDs</li> </ul> Please confirm if the successful bidder will be required to perform these functions. If so, is the bidder to include the additional staff costs in the operations cost, base rate, or will the additional staff be billed based on rates in Schedule D?	The Contractor will not be required to perform these functions, as these items listed are performed by State staff or the TPL vendor. However, the successful bidder will be responsible for accepting and storing the accounting entries.
22. ProForma Contract Section A.3.9.4.57 Accounting /Financial/Premium Contractor Requirements -- Returned checks and fees for insufficient funds are currently handled by the Bureau. Is the contractor to add the staffing to perform these new functions to the operational fixed costs? Please provide the volume of returned checks for the past 12 months.	This is an existing Contractor responsibility. . The Contractor should have staff available to perform these functions.  Currently, the volume of returned checks is negligible compared to the volume of checks received for Premiums.
23. ProForma Contract Section A.3.10.1.11 -- Currently, processing of Supplemental Invoices is not performed by the facilities contract contractor. Please clarify if the generation of these invoices will be transitioned to the facilities management contract.	Currently, the PBM generates the supplemental rebate invoices. The Contractor should retain the invoice information. Refer to Section C.7 of this Amendment.

<p>24. ProForma Contract Section A.3.11.3.77 Claims/Encounter Claims Contractor Requirements -</p> <ul style="list-style-type: none"> <li>- The current facilities management contractor does not resolve Long Term Care edit. Please confirm that Long Term Care suspense resolution will be transitioned to the contractor.</li> </ul>	<p>The Long Term Care suspense resolution function is an existing Facilities Manager Contractor responsibility where suspense resolutions are being resolved, and this function will continue in the new contract.</p>
<p>25. ProForma Contract Section A.3.11.3.71 -- The current facilities management contractor does not supply EDI applications and PC interface software to providers.</p> <p>Is the bidder to include the additional cost in the operations cost, base rate or will the State be responsible for this expense?</p> <p>If the contractor is responsible, please provide the volume and type of media to be supplied.</p>	<p>The bidder will not be expected to include additional costs to cover the expense to supply EDI applications and PC interface software to providers.</p>
<p>26. ProForma Contract Section A.3.11.3.83 -- The current facilities management contractor does not perform this function.</p> <p>Will this function be transitioned to the contractor from the Bureau?</p> <p>If so, please provide the transition schedule, required operational date, and if the additional staff required to perform this function is to be included in the operations cost, base rate.</p>	<p>The Contractor currently has the responsibility to calculate and report encounter claim submittal error rates. This function is included for the new facilities manager contractor and will be transitioned according to the general transition schedule contained within the RFP.</p>
<p>27. ProForma Contract Section A.3.11.3.168 Claims/Encounter Claims Contractor Requirements -</p> <ul style="list-style-type: none"> <li>- Within the new contract, claims with missing or unreadable required data are to be returned within one business day of receipt. However, in claims processing, missing or unreadable data may not be identified in the process until the point of data entry, which may be two to three days later. Confirm requirement is to return within one business day of discovery.</li> </ul>	<p>Confirmed. Refer to Section C.9. of this Amendment.</p>
<p>28. ProForma Contract Sections A.3.11.3.173 through A.3.11.3.177 Claims/Encounter Claims Contractor Requirements -- Please clarify which claim types (inpatient crossovers, outpatient crossovers, professional crossovers, LTC, HCBS, and so on) are to be included for the EOB generation. Please provide the volume of EOBs the Bureau will require to be generated each period.</p>	<p>Claim types to be included in EOB generation are Adult HCBS waiver and some crossover claims. The required volume is expected to be between 5,000 &amp; 10,000 per month.</p>
<p>29. ProForma Contract Section A.3.11.3.184 Claims/Encounter Claims Contractor Requirements -</p> <ul style="list-style-type: none"> <li>- Please confirm that this requirement should state suspended claims instead of denied claims.</li> </ul>	<p>This requirement should state "denied or suspended" claims. Refer to Section C.10 of this Amendment.</p>

<p>30. ProForma Contract Sections A.3.12.2.24 through A.3.12.2.5; A.3.12.2.25; A.3.12.2.26; A.3.12.2.27 Third Party Liability (TPL) -- These requirements for Third Party Liability (TPL) for operational activities have not yet been transitioned from the Bureau to the current facilities management contract. Please confirm that these operational TPL activities will be transitioned to the new facilities management contract and, if so, provide the transition schedule.</p>	<p>Confirmed. The activities will begin at the start of operations for the new facilities management contract. The Bureau is anticipating that the new facilities manager will supplement the Bureau TPL staff and HMS (Bureau's TPL Contractor). This should be included in the Contractor's transition plan.</p>
<p>31. ProForma Contract Section A.3.14.3.5 LTC Contractor Requirements -- It is our understanding the State currently manages and operates Long Term Care. Are contractor requirements in A.3.14 to be transitioned to the facility management contractor? If so please provide:</p> <ul style="list-style-type: none"> <li>• Number of LTC appeals each week</li> <li>• Number of compliance issues each week</li> <li>• Weekly volume of PAE statuses</li> </ul> <p>Are these activities electronic or manual? Can tracking be electronic or must it capture data from manual processes?</p>	<p>The State does manage and operate Long Term Care. This requirement is for the Contractor to maintain the data needed in support of the LTC Unit's functions. Note that this requirement is in the existing contract.</p>
<p>32. ProForma Contract Section A.3.14.3.14 -- Please clarify whether the requirement is to maintain an existing PAE workflow management process or to maintain a future workflow management process to be assessed, defined, authorized and implemented in accordance with A.2.2.1.1 on page 38.</p>	<p>This requirement is to maintain an existing PAE workflow management process. RFP Attachment 6.1, Pro Forma Contract, Section A.2.2.1.1 is for an assessment.</p>
<p>33. ProForma Contract Section A.3.14.3.22.5 -- Please clarify whether the access of all PAE to be maintained in the future is referring to paper records currently stored by the Bureau, electronic records of approvals currently entered into the TCMIS, or future access capability to be assessed, defined, authorized and implemented in accordance with A.2.2.1.1 on page 38.</p>	<p>The requirement is to support access of electronic records of PAEs currently entered and stored in the TCMIS. RFP Attachment 6.1, Pro Forma Contract, Section A.2.2.1.1 is for an assessment.</p>
<p>34. ProForma Contract Section A.3.14.3.24 -- Please clarify if the requirement to maintain a system to process PAE real-time is referring to existing processing of approvals entered into the TCMIS by the Bureau, or referring to future capabilities for electronic Web submission to be assessed, defined, authorized, and implemented in accordance with A.2.2.1.1 on page 38.</p>	<p>This requirement refers to the existing PAE process. RFP Attachment 6.1 Pro Forma Contract, Section A.2.2.1.1 is for an assessment.</p>
<p>35. ProForma Contract Section A.3.18.5.41 Provider Contractor Requirements -- Within the current facilities management contract, data entry and verification of provider file maintenance is performed only as it relates to rates.</p> <p>Please identify all activity in the RFP that will require</p>	<p>It is the vendor's responsibility to review the RFP and evaluate the requirements.</p>



<p>data entry and verification of provider file maintenance.</p>	
<p>36. ProForma Contract Section A.3.18.5.42 Provider Contractor Requirements -- Please provide the volume for outreach materials and frequency of updates.</p>	<p>Approximately 500 initial outgoing welcome letters are produced per month. These letters are mailed daily.</p>
<p>37. ProForma Contract Section A.3.18.5.36 -- Current processing has STARS generating the 1099 since payments are generated from STARS.</p> <p>Please clarify if the contractor is required to generate 1099s.</p>	<p>The contractor is not required to generate 1099s. However, the contractor is required to maintain the data and functionality to be able to generate 1099s.</p>
<p>38. ProForma Contract Section A.3.18.5.43 Provider Contractor Requirements -- Please provide the transition schedule for these functions to the facilities management contractor and clarify the following:</p> <ul style="list-style-type: none"> <li>• What is the average length of a training session?</li> <li>• How many Providers attend a training session?</li> <li>• Please verify where the location of training sessions are required to be held. (For example, will any training sessions be held outside of Nashville?)</li> <li>• Will the contractor be required to cover the cost of facilities to hold the training sessions? If so, will this cost be passed through to the Bureau?</li> </ul> <p>What is the timeline for when the Bureau requests a Provider training session be delivered?</p>	<p>The activities will be transitioned at the start of operations for the new facilities management contract. The length, number of providers, timeline, and location of training will vary based on the needs of the Bureau. The contractor will not be expected to cover the cost of the facilities.</p>
<p>39. ProForma Contract Sections A.3.18.5.80 and A.3.18.5.81 -- The current facilities management contractor does not scan and index provider enrollment forms or scan provider documentation and correspondence.</p> <p>Is the bidder to include the additional staff cost in the operations cost, base rate, or will the additional staff be billed based on rates in Schedule D?</p> <p>If in the operations cost base rate please provide the current volume. Also, please provide the current volume of the provider enrollment forms scanned per day, as well as the current daily volume of provider documentation and correspondence scanned.</p> <p>Please define the types of materials to be scanned (envelopes, 8-1/2 x 11 sheets, and so on).</p>	<p>Approximately 500 applications are received per month that are 2 pages per application and a W-9 is received with the application</p> <p>The services pertaining to these requirements are considered base operations services.</p>
<p>40. ProForma Contract Section A.3.19.1.18 -- The</p>	<p>The Contractor currently has this contractual</p>

<p>current facilities management contractor does not provide electronic commerce operator assistance.</p> <p>Is the bidder to include the additional staff expense in the operations cost, base rate?</p> <p>If so, please provide the current, and projected estimated, volume of calls by hour per day.</p> <p>If not, will the additional staff be billed based on rates in Schedule D?</p>	<p>responsibility. (Refer to current contract contained in the Procurement Library information, requirement paragraph section D.14.8.c.2.)</p> <p>The services pertaining to these requirements are considered base operations services.</p>
<p>41. ProForma Contract Section A.3.20.1.1.2 -- Please define the responsibility and contractor requirements of the production control and scheduling function.</p> <p>Are the costs for the staffing for these functions to be included in the operations base rate?</p>	<p>It is the responsibility of production control to ensure that all MMIS processes are scheduled, executed, and completed in a timely manner. Staff will meet daily (or as needed) with Bureau staff to review MMIS production processes.</p> <p>The services pertaining to these requirements are considered base operations services.</p>
<p>42. ProForma Contract Section A.3.20.1.1.3 General -- Please confirm that this requirement applies only to the contractor's equipment.</p>	<p>The requirement refers to the Contractor's equipment and any equipment managed by the Contractor.</p>
<p>43. ProForma Contract Section A.3.20.1.3.1 Local Data Center Operations -- Please define specific functions and locations throughout the State where support will need to be provided.</p> <p>Please clarify if the support can be provided remotely from the Great Circle Rd. location or will on-site support be required?</p>	<p>Access to the TCMIS infrastructure is needed by MCCs/providers to enable them to perform claims/eligibility inquiries. Also, contractor staff working remotely will need access.</p> <p>Support can be provided remotely from the facility located at 310 Great Circle Road</p>
<p>44. ProForma Contract Section A.3.20.1.6.11 -- Please clarify if the production control functions are required to be performed on site 24 hours a day, 7 days a week?</p> <p>If some off-site work may be performed please specify the types of functions and percentage allowable.</p>	<p>Production control and scheduling functions are not required to be performed <b>on site</b> 24 hours a day, 7 days a week. The types of functions and percentage allowable of off-site work will vary based on the capability of the Contractor.</p>
<p>45. ProForma Contract Section A.3.20.5.1.4 Suspense Processing Support -- The projected suspense volumes of 8100 claims per week using the current facilities management contract relates directly to the staffing documented in the RFP in section A.6.4.5 – Suspense Processing Support Staff. The 20,000 claims per week required using the new contract is a significant increase in volume.</p> <p>Please clarify how the contractor will be reimbursed for the additional staff required to allow for a volume fluctuation up to 20,000 claims per week. Please clarify if the contractor is to include this staff in its operational fixed price.</p>	<p>The services pertaining to these requirements should be considered base operations services and included in the operational fixed price.</p>
<p>46. ProForma Contract Section A.3.20.6.1.21</p>	<p>The Contractor is not required to image Member</p>



<p>Information Management Contractor Requirements - - Imaging of Member Services correspondence is not performed under the current facilities management contract.</p> <p>Please provide a description of the types of correspondence to be imaged, the volume of documents to be imaged, and the frequency.</p>	<p>Service's correspondence. However, the Contractor is required to maintain the functionality to image all written correspondence received by Member Services.</p>
<p>47. ProForma Contract Section A.3.20.6.1.29 -- The Member Services call center is a separate Bureau contract from the current facilities management contract.</p> <p>Based on the performance measures and liquidated damages at the bottom of page 254 and top of page 255, is it the intent of these requirements that the call center functions will transfer to the facilities management contract?</p> <p>If so, please provide the current Member Services contractor's procedure manuals volume of calls per day and peak time.</p>	<p>Refer to Section C.21 of this Amendment for revision of this requirement.</p> <p>Call center functions will be for Provider Customer Services, not Member Services, and are described in Pro Forma Contract Section A.6.4.2.2.</p> <p>Call volumes can be found in the Procurement Library PWB Executive Summary in the TennCare Progress Report, 2007.</p>
<p>48. ProForma Contract Section A.3.20.11.1. 12 Information Management Contractor Requirements - - Scanning, imaging, and indexing of "all documents and correspondence" is not performed today.</p> <p>Please confirm whether this requirement is meant to refer to all documents and correspondence of the Bureau. If so, please provide the daily volumes of each type of document included in this requirement.</p>	<p>This is an existing Contractor responsibility. . However, the Bureau does not foresee a material increase in the current volume of scanned documents and correspondence.</p>
<p>49. ProForma Contract Section A.3.20.11.1. 12 Information Management Contractor Requirements - - Please confirm, that with the increased requirements for imaging, will the Bureau upgrade scanning equipment used by the facilities management contractor or is the facilities management contractor to purchase the equipment?</p>	<p>The Bureau does not foresee any material increase in the current volume of imaged documents, so there is no foreseeable need to upgrade existing scanning equipment used by the facilities management contractor.</p>
<p>50. ProForma Contract Section A.3.20.11.1.12 Information Management Contractor Requirements - - Minimum staffing levels in the RFP only support current contract requirements.</p> <p>Is the bidder to include the additional staff cost required to meet this new 24 hour performance requirement in the operations cost, base rate or will the additional staff be billed based on rates in Schedule D?</p>	<p>The Bureau does not foresee a material increase in the current volume of scanned documents and correspondence. Therefore, there should not be any additional staffing costs.</p> <p>The services pertaining to these requirements are considered base operations services.</p>
<p>51. ProForma Contract Section A.3.20.11.1.13 Information Management Contractor Requirements – Minimum staffing levels included in the RFP supports current performance measures and not the increased performance standards in this requirement.</p>	<p>The services pertaining to these requirements are considered base operations services.</p>

Is the bidder to include the additional staff cost in the operations cost, base rate or will the additional staff be billed based on rates in Schedule D?	
52. ProForma Contract Section A.3.20.11.1.12 Information Management Contractor Requirements - - Please confirm if the 24 hours are State business hours.	The 24 hours are used to indicate a one-day turn around to route documents. The one-day turn around would be for State business days.
53. ProForma Contract Section A.3.20.11.1.13 Information Management Contractor Requirements - - Please identify all system components included in the term "operational system" in this requirement.	The term "operational system" is not used in requirement A.3.20.11.1.13.
54. ProForma Contract Section A.3.20.11.1.17 Information Management Contractor Requirements - - Please identify the names of the software for which training will be required, the frequency of the training sessions, and if all training will occur at the Bureau offices at 310 Great Circle Road, Nashville, Tennessee.	The Facilities Manager is required to perform training on all software managed by the Contractor. Training sessions shall occur no less frequently than monthly. Training session shall occur at the Bureau offices at 310 Great Circle Road, Nashville, Tennessee, unless otherwise requested by the Bureau.
55. ProForma Contract Section A.3.20.11.1.14 Information Management Contractor Requirements - - Please clarify if the contractor is responsible for providing the optical storage that currently does not exist?  Are the response times listed average response times?  Do these response times apply to users on networks not directly controlled by the contractor?	This is an existing Contractor responsibility. The Bureau does not foresee a need for additional optical storage.  The response times listed are average response times.  Yes, the response times apply to users on networks not directly controlled by the contractor.
56. ProForma Contract Section A.3.20.11.1.14 Information Management Contractor Requirements - - Please clarify if the contractor is responsible for providing the optical storage that currently does not exist?  Are the response times listed average response times?  Do these response times apply to users on networks not directly controlled by the contractor?	Refer to State's response to Question 55.
57. ProForma Contract Section A.4.1.1 Change Management -- Please clarify what the resolution process is when there is a difference of opinion between the contractor and the Bureau as to whether or not a change is designated as maintenance.	The dispute resolution process is described in RFP Section 6.1.2.1.5 (Dispute Resolution Process for Damage Assessment).
58. ProForma Contract Section A.4.1.1.4 Change Management -- Please identify the certification requirements which will exist at the time of contract date.  Also, please provide the estimated efforts to	The Bureau does not have a listing of these requirements. However, it will be the responsibility of the Contractor to review the CMS certification requirements and plan for the TCMIS changes that will be needed so that the TCMIS meets the CMS certification requirements. It is also the Contractor's

complete those maintenance activities.	responsibility to estimate efforts for completing requirements in the Contract.
<p>59. ProForma Contract Section A.4.2.7 Operations Phase Modification Tasks -- The RFP prescribes the use of TeamTrack software for capturing, tracking, and reporting on work requests.</p> <p>Please confirm that if a contractor has a similar system to TeamTrack that works in concert with other requirements of the RFP for performing other project management functions, is the State open to using an alternative system to better integrate their Project Management tools?</p>	The State would be open to the vendor proposing an alternative to Team Track that exceeds the functionality of Team Track. Any system proposed must document their change management work flow process and migration strategy.
<p>60. ProForma Contract Section A.4.2.8.12 Operations Phase Modification Tasks -- Please clarify if TeamTrack has the capability to track resource usage or the ability to interface with other time tracking and product systems to fulfill this requirement?</p>	TeamTrack has the functionality to capture resource data, and can be interfaced with other products. It is the Contractor's responsibility to be knowledgeable of the TeamTrack product. Information is available in the Procurement Library. Refer to Section C.18 of this Amendment for extended date for Procurement Library access.
<p>61. ProForma Contract Section A.4.4.2.2 Application Development and Testing Contractor Requirements -- Please clarify, requirement A.4.4.2.1 states that test plans are required for each change request, but that direction conflicts with this requirement that states test plans are to be created only for major system changes.</p>	Contractors must create test plans for major change requests. RFP Attachment 6.1, Pro Forma Contract, Section A.4.4.2.1 will be revised. Refer to Section C.13 of this Amendment.
<p>62. ProForma Contract Section A.5.4.2.5 Business Continuity and Contingency Plan – Disaster Recovery, System Back-up -- OIR currently performs the functions listed in the System Back-up and Disaster Recovery – Section 5.4.2.</p> <p>Please confirm you would like the contractor to take over this function.</p>	The Contractor shall be responsible for the off-site storage of back-ups not covered in the OIR Back-up and Disaster Recovery processes.
<p>63. ProForma Contract Section A.5.4.2.36 Business Continuity and Contingency Plan – Disaster Recovery, System Back-up -- Please explain if the Disaster Recovery Plan requirement for network backup for voice and data telecommunications circuits is limited to contractor provided circuits only.</p> <p>Also, please define the scope of this requirement.</p>	This requirement pertains to network backups for voice and data communication circuits owned or managed by the Contractor.
<p>64. ProForma Contract Section A.6.1, a-j Facilities Manager Staffing Contractor Requirements, and A.6.3.1.1 Roles and Responsibilities -- The Roles and Responsibilities section of the RFP lists responsibilities for a deputy account manager (A.6.3.1.1).</p> <p>The required staffing listed in A.6. Staffing does not include this position.</p>	<p>The Deputy Account Manager should be listed in RFP Attachment 6.1, Pro Forma Contract, and Section A.6.1 as key personnel. Refer to Sections C.14 and C.15 of this Amendment.</p> <p>The Contractor is required to provide this position.</p>

Please clarify if the Bureau is requiring this position to be provided by the contractor.	
<p>65. ProForma Contract Section A.6.2.2 Systems Staffing Contractor Requirements and A.6.3 Roles and Responsibilities -- The Maintenance and User Support Staff table in Section A.6.2.2 lists the required number of staff for the positions specialized support clerk and general support clerk. However, under Roles and Responsibilities in Section A.6.3.24 and A.6.3.25, these positions appear to be for skill sets required in Operations, for example, indexing, data entry, mail services, imaging, and so forth. The number of staff in A.6.2.2 does not correspond to the responsibilities and workload in Operations requirements.</p> <p>Please clarify what is the specific functions to be performed by the five specialized support clerks and three general support clerks identified in A.6.2.2 under Maintenance and User Support Staff.</p>	<p>Roles and Responsibilities in RFP Attachment 6.1, Pro Forma Contract Sections A.6.3.24 and A.6.3.25 list functions pertaining to file maintenance, analysis, and documentation that are specific functions of the five specialized support clerks and three general support clerks identified in RFP Attachment 6.1, Pro Forma Contract, Section A.6.2.2 under Maintenance and User Support Staff.</p>
<p>66. ProForma Contract Section A.6.3.9 Roles and Responsibilities -- Section A.2.1 states that if the incumbent facilities manager is awarded the contract, then the transition/implementation activities will not include installing a copy of the TCMIS in the contractor's facility (transition), and will only be responsible for completion of all TCMIS enhancements and improvements (implementation).</p> <p>Since there will be no transition activities for the incumbent, please verify if the position of enhancement project manager can be combined with the transition deputy project manager position and the transition project manager.</p>	<p>The position of enhancement project manager <b>cannot</b> be combined with the transition deputy project manager position and the transition project manager.</p>
<p>67. ProForma Contract Section A.6.4.1.1, b. Mailroom Staff Responsibilities -- Please describe what is meant by enumerating documents and specify what tasks are associated with this function.</p>	<p>Enumerating refers to defining and associating a document control number, and is synonymous with indexing.</p>
<p>68. ProForma Contract Section A.6.4.1.1 Mailroom Staff Responsibilities -- Staffing requirements in section A.6.4.1 do not support all mailroom tasks in the current facilities management contract, such as the following:</p> <ul style="list-style-type: none"> <li>• Indexing</li> <li>• Weekly manual collation of approximately 3500 checks from STARS with RAs generated by OIR, including quality control and mailing</li> </ul> <p>The minimum staffing requirements do not support the increased performance standards required in the RFP.</p>	<p>Staff costs pertaining to these responsibilities are considered base operations costs. Proposers should not propose additional rates, as they will be disqualified.</p>

<p>Is the bidder to include the additional staff cost in the operations cost, base rate or will the additional staff be billed based on rates in Schedule D?</p>	
<p>69. ProForma Contract Section A.6.4.2.2 Provider Customer Service Minimum Responsibilities -- In the current facilities management contract, development of provider training materials for submission of crossover claims is not a contractor responsibility.</p> <p>Please describe the types and frequency of materials that the Contractor will be required to develop. Additionally, the minimum staffing required in A.6.4.2.1 does not include staffing for this new function.</p> <p>Please clarify if the bidder is to include the additional staff cost in the operations cost, base rate or will the additional staff be billed based on rates in Schedule D?</p>	<p>This is an existing Contractor responsibility. Refer to the State's response to Question 71 for an example of type of materials. Frequency should be no less than monthly.</p> <p>Staff costs pertaining to these responsibilities are considered base operations costs. Proposers should not propose additional rates, as they will be disqualified.</p>
<p>70. ProForma Contract Section A.6.4.2.2 Provider Customer Service Minimum Responsibilities -- Please confirm that additional staff hired above the five staff designated in A.6.4.2.1 to meet increased call levels will be funded through the Excess Staffing hourly rates.</p>	<p>RFP Attachment 6.1, Pro Forma Contract, Section A.6.4 states that these are minimum staffing levels. The services pertaining to these requirements are considered base operations services. Proposers should not propose additional rates, as they will be disqualified.</p>
<p>71. ProForma Contract Section A.6.4.2.2 Provider Customer Service Minimum Responsibilities -- Please define specific functions the contractor is required to assist the Bureau with when developing a provider manual.</p>	<p>Generally, the Contractor is required to aid in the writing and publishing of the provider manual. This includes, but is not limited to, documenting MMIS functions and Contractor business processes that would aid the provider community in their interactions with the Bureau of TennCare and the Contractor. This venture will in no way constitute an employer/employee relationship.</p>
<p>72. ProForma Contract Section 6.1.2.2.3.3.3, Bullet 4 Claims/Encounter Pricing and Adjudication -- The system does not currently screen against pending claims for medical policy resolution.</p> <p>Please clarify if this requirement states to suspend the resolution function or if it is a new system requirement.</p>	<p>Agreed; the current system does not screen against pending claims for medical policy resolution. This activity statement will be removed.</p> <p>Refer to Section C.16 of this Amendment.</p>
<p>73. ProForma Contract Section A.6.4.6 Third Party Liability Processing -- The current contractor does not perform these tasks, please provide confirmation that the Bureau will be transitioning these operational responsibilities as a part of this RFP.</p> <p>If so, please provide the schedule for transition.</p>	<p>The Third Party Liability processing function is an existing Facilities Manager Contractor responsibility. This function is included for the new facilities manager contractor and will be transitioned according to the general transition schedule contained within the RFP.</p>
<p>74. ProForma Contract Section C6 Payment of Invoice -- Please confirm that all undisputed invoices will be paid no later than 30 days after delivery and that any amounts outstanding will be subject to the payment</p>	<p>Every effort is made to pay all invoices in a timely manner. The State of Tennessee will not pay interest.</p>

of interest.	
75. ProForma Contract Section D4 Termination for Cause -- Please confirm that the Contractor shall be given adequate notice and opportunity to cure any alleged failure.	Confirmed.
76. ProForma Contract Sections D9 Records and E7 Annual Report and Audit -- Please confirm that the audit requirement in regards to the disclosure of books and records will be to those books, records that are necessary for the verification of the accuracy of the Contractors invoices and those necessary to verify the Contractors compliance with the Contract.	Confirmed.
77. ProForma Contract Section D14 State Liability -- Please confirm that the State's willingness as part of the negotiation process to negotiate a clause in regards to an acceptable limit of liability.	The State will not negotiate the limit of liability clause within the Contract.
78. ProForma Contract Section E5 (a) 2 Breach Liquidated Damages -- Since Liquidated Damages are intended to compensate the State for damages that are agreed to be difficult to measure, please confirm that the imposition of liquidated damages will preclude the assessment of actual damages.E5 (sic)	No, imposition of liquidated damages will not preclude the assessment of actual damages.
79. ProForma Contract Section E5 (b) Breach State Breach -- Please clarify that where the Contractor's performance is dependent on the State's performance or otherwise impacted by the State's breach or failure to perform its obligations, the Contractor will be excused from performance and associated penalties to the extent it can not reasonably continue to perform its obligations.	The Contractor will not be excused from performance of a duty under the Contract. Regarding the assessment of penalties, the State will take into consideration the reason for the nonperformance.
80. RFP Attachment 6.1.2 Section 6.1.2.2.18 On-Site Staffing Assessment -- Are the hours based on an eight-hour business day? If not, please define the hours to be used assessing this liquidated damage.	The hours to be used in assessing the liquidated damage are 1,770 hours multiplied by the minimum staffing level and then multiplied by onsite percentage.
81. RFP Attachment 6. 3 Section A.9 Technical Proposal and Evaluation Guide -- The RFP provides a process by which a contractor can request the approval of a non-standard software products to satisfy the requirements of the RFP.  We request the State's approval of the HP Project & Portfolio Management Center (formerly Mercury ITG) product to potentially provide the functionality in support of Enhancements number 3 and number 4.	The State will consider non-State standard products during proposal evaluation.  Refer to Section C.20 of this Amendment; (revised RFP Attachment 6.3, Section A.9)
82. A.3.10.1.3 A.3.10.1.5 A.3.10.1.11 A.3.11.3.30	Confirmed



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A.3.8.1.2	
A.3.9.4.24	
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<p>A.3.9.4.41</p> <p>A.3.9.4.42</p> <p>A.3.9.4.58</p> <p>A.3.9.4.59</p> <p>A.3.9.4.78</p> <p>A.5.6.6.3</p> <p>A.5.6.6.4</p> <p>A.5.6.6.6</p> <p>A.5.6.6.7 -- These contractor functionalities are not supported by the current TCMIS or facilities management contractor. Please confirm that Modification and Enhancement staff hours will be used to modify the TCMIS to incorporate these functions.</p>	
<p>83. RFP Section 4.5 Proposal of Additional Services -- Is there a page limit for additional services to be described in the vendor's proposal?</p>	<p>No</p>
<p>84. ProForma Contract Section A.2.2.1.13 Oracle Financial -- What is the expected implementation and "go live" date for the Edison System?</p>	<p>The implementation of the EDISON Human Resources phase is targeted for Second Quarter 2008. The EDISON website lists dates for other phases. Presently, there are no firm dates for the Oracle Financials interface.</p>
<p>85. ProForma Contract Section A.2.8 -- What role has the incumbent played in the development of the concepts embodied in of the requested enhancements?</p>	<p>None</p>
<p>86. ProForma Contract Section D.4 Termination for Cause -- Will the State provide an opportunity to cure prior to termination?</p>	<p>Refer to State's Response to Question 75.</p>
<p>87. 6.1.2.2 Liquidated Damages -- Can the State provide statistics on the number and dollars of Liquidated Damages assessed on the incumbent under the current contract?</p>	<p>There have been three occurrences of State imposed Liquidated Damage assessments under the current Contractor, totaling approximately \$56,000.</p>
<p>88. ProForma Contract Section E.6 Partial Takeover -- Since a partial takeover for the State's convenience is likely to change the economics of bargain of the parties (e.g., economies of scale, allocation of overhead), will the Contractor be entitled to an equitable adjustment?</p>	<p>No, the contract states, "Upon Partial Takeover, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount."</p>
<p>89. ProForma Contract Section E.7 Annual Report and Audit -- Do the "audited financial statements" required to accompany the project's annual report apply to the project or to the Contractor firm as a</p>	<p>The audited financial statement can apply to the firm as a whole. Refer to Section C.15 of this Amendment.</p>

whole?	
90. ProForma Contract Section E.7 Annual Report and Audit -- Are the audits by the Tennessee Comptroller to which the Contractor is subject, expected to be an annual requirement, or only as needed.	Annual
91. RFP Section 2 Schedule of Events, item #6; and ProForma Contract Section E.14 Incorporation of Additional Documents -- Are State responses to proposers' comments incorporated into the contract by reference?	No. An amendment to the RFP will be produced. If the State response changes the original requirement, the referenced RFP Section paragraph or statement is replaced or deleted in the amendment.
92. ProForma Contract Section A.3.2 Integration and Interfaces -- When is the implementation date for the DHS Vision Integration Platform (VIP) project?	Implementation date for the VIP project is targeted for mid-year 2009.
93. ProForma Contract Section A.3.2.1 Interface Listing -- Are the DHS interfaces inbound/outbound formatted on HIPAA and/or industry standard formats or are they DHS formats?	The DHS interfaces are in proprietary formats.
94. ProForma Contract Section A.5.6.7 Data Maintenance -- What is the average time required to update applications in TCMIS?	The time required to update applications depends on the volume of transactions and the complexity of the process.
95. ProForma Contract Section A.5.9.1.2 TCMIS Infrastructure Documentation Deliverables -- Will the current contractor update all documentation prior to turnover to the new vendor?	Present Contract requirement requires the current Contractor to ensure that the TCMIS Documentation is current and to incorporate all updates.
96. Does the transition phase include incumbent contractor training of new contractor staff on existing system(s) use?	The current Contractor's turnover plan includes training activities. The Turnover Plan is included in the procurement library. Refer to Section C.18 of this Amendment for extended date for Procurement Library access.
97. Is the new contractor held harmless for data integrity problems originating under the incumbent contractor?	Yes
98. The RFP indicates that non-incumbent vendors will be required to establish a hardware and software environment, basically replicating the entire TCMIS production environment, in their own facility during the transition period.  Does the State intend for vendors to completely recreate the operations environment to include the TCMIS and all peripheral components (i.e., FileNet, Oracle Financials, etc.?) This approach will produce significant expense for non-incumbent vendors that will likely exceed the 15% of average annual operations costs.	No. The State intends for the non-incumbent contractor to recreate the core interChange system, but not the peripheral components.
99. The RFP requires non-incumbent contractors to migrate the current TCMIS to hardware and software in their environment, and then transition the system	No. However, the State would consider allowing the Contractor to move only the changed components to the production environment assuming the bidder

<p>back to State hardware for operations. There seems to be an unacceptable level of risk in this approach as the current State hardware infrastructure is being used to support the production system.</p> <p>Would the State consider an alternate approach possibly involving the use of one of the new test environments (Enhancement #5) to establish a replacement production environment in the State's facility? Then integrating the current production hardware and software into the testing environment following successful migration of the production system.</p>	<p>could demonstrate that this would reduce the risks of the State. Additionally, the Contractor is not responsible for the cost associated with the hardware for the test environments. However, the Bureau is requiring the Contractor define the hardware requirements to effectively and efficiently transition and operate the test environments.</p>
<p>100. In most of the Facility Management Business Process and Functional Requirements sections, there is a section titled "Revised or New Contractor Requirements" in which the Bureau describes new functionality to be developed and implemented by the contractor upon Bureau approval. Please confirm that work associated with developing and implementing these requirements will be performed by the Modification and Enhancement Staff as defined in RFP section A.6.2.1.</p>	<p>Confirmed</p>
<p>101. How often are adjudication cycles performed? Is adjudication strictly a batch process or does the system have the capability to perform real-time adjudication of FFS and encounter claims?</p>	<p>Adjudication cycles are performed daily.</p> <p>It is a batch process.</p>
<p>102. When changes are made to policy in regards to edits/audits that makes these changes in the TCMIS, the contractor or State? What is the current process?</p>	<p>The Contractor makes changes in the TCMIS.</p> <p>The Bureau submits System Change Requests to the Contractor with the business requirements.</p>
<p>103. What are the contractor's remedies in the event that the State withholds funds, determines that the contractor has not performed, or takes other adverse action against the contractor that the contractor disputes in good faith? Is there a dispute resolution process available to the contractor? What are the terms? Are there additional rules or terms related to the process for disputing the assessment of liquidated damages set out in Section 6.1.2.1.3?</p>	<p>Refer to RFP Attachment 6.1, Pro Forma Contract Section 6.1.2.1.5.</p>
<p>104. Throughout the performance measures and liquidated damages, please confirm that "day" means "business day" unless "calendar day" is specified.</p>	<p>If not specified, "day" refers to "business day".</p>
<p>105. In the functional area descriptions provided in RFP Section A.3, it appears that the Bureau is describing existing system functionality and business processes that a new contractor would be required to support. In some descriptions, however, the terms 'develop' and 'the system shall' seem to indicate that there are</p>	<p>The Bureau has attempted to identify all new or revised system requirements within the parts of RFP Attachment 6.1, Pro Forma Contract Section A.3. For any functions identified during requirements validation that are not existing systems functions, Modification and Enhancement staff hours (refer to</p>

additional system enhancements embedded within section A.3. Please confirm if additional enhancements are required in RFP Section A.3, and if so, will the Bureau provide a consolidated list?	section A.6.2.1) will be used to modify the TCMIS to incorporate these functions.
106. Please provide information on all components of the FileNet product that are currently used to support TennCare.	Information on the FileNet product is contained in the procurement library. Refer to Section C.18 of this Amendment for the extended date for Procurement Library access.
107. Is there any proprietary software, hardware or documentation used on the current contract that is owned by the incumbent that will not be turned over if another vendor is awarded the contract?	No.
108. Given the size and complexity of the RFP, would the State consider another round of questions and answers so that contractors have more time to study the RFP and formulate questions?  This also provides vendors the opportunity to ask additional questions based on Round One answers.	No
109. RFP Section 1.9 -- The Bureau is requesting a performance bond of \$10,000,000. This amount seems excessive given the Bureau's liquidated damages options stated in the RFP. Would the Bureau consider reducing the performance bond requirement, or accept a parent company guarantee in lieu of the performance bond?	No
110. RFP Section 2 -- Schedule of Events -- Does the Bureau expect to require vendors to provide an oral presentation as part of the procurement process to gain further clarification of the vendor's proposal?  If so, will the process be evaluated?	Refer to State's response to Question 2.
111. RFP Section 3.3 -- Cost Proposal -- RFP states that "Each cost proposal must be recorded on an exact duplicate of the RFP attachment 6.4, Cost Proposal and Scoring Guide". Please clarify whether Pricing Schedule B (6.4.2) should only have two line item descriptions for each enhancement, or is it permissible to add rows for additional line item descriptions.	It is permissible to add rows.
112. RFP Section 3.3 Cost Proposal -- The RFP states that "Each cost proposal must be recorded on an exact duplicate of the RFP attachment 6.4, Cost Proposal and Scoring Guide" and "Each proposer shall ONLY record the proposed cost exactly as required by the Cost Proposal and Scoring Guide and shall NOT record any other rates, amounts, or information".  Please confirm whether it is permissible to include	Each proposer shall ONLY record the proposed cost exactly as required by the Cost Proposal and Scoring Guide and shall NOT record any other rates, amounts, or information.



such things as contractor name, confidentiality statements, and different page numbers in the cost proposal.	
113. RFP Section 4.8 -- Please confirm that the Bureau will accept a standard ACORD form certificate of insurance as evidence of insurance upon contract award.	Confirmed
114. RFP Section 4.10 -- Is the space referred to in this section for the development process or the operations phase? In RFP Section A.2.2.2.5 the space for development activities is defined to be the responsibility of the vendor and in RFP Section A.3.20 it is stated that the operations functions will be performed in State facilities.	It is for the Operations phase.
115. RFP Section 4.14 -- This section addresses disclosure of proposal documents, but not exceptions to disclosure (other than the exception that applies prior to completion of evaluation). How do you want the proposer to indicate that it wishes to preserve other legal arguments against disclosure that are available to it under the Tennessee statutes?	There are no exceptions.
116. RFP Section 5.2 -- In this section, there is a reference to the "average Technical Proposal score".  Please clarify what is meant by "average" in relation to the Technical Proposal score. How will the total evaluated score for each individual bidder be determined?	The average technical proposal score is a simple average of the Technical scores from each evaluator. Refer to RFP Attachment 6.5, Proposal Score Summary Matrix. .
117. RFP Section 5.3 -- This section states that the State may change contract terms and conditions subsequent to the RFP process.  How will contractors be notified of changes, and what opportunities will they have to discuss or negotiate the changes with the State?	Any changes will be discussed and implemented via an Amendment.
118. ProForma Contract Section A.1.2.3.3 -- Will rejected change requests be reviewed for future enhancements? Should we include a deferred status for change orders?	Rejected change requests may be for future enhancements.  A deferred status for change orders should be included.
119. ProForma Contract Section A.2.2.1.2 -- As part of the Change Management process during the Transition Phase, contractors will be required to utilize Serena TeamTrack software to track status of change requests.  Will contractors use the Bureau's existing TeamTrack infrastructure and licenses or will we be required to establish our own environment, and	The Contractor will use the Bureau's existing TeamTrack infrastructure.

purchase licenses for this product?	
120. ProForma Contract Section A.2.2.1.2.1 -- During the transition the contractor is required to deliver: "Change request reports, including status and priority, which are due weekly during the transition." What is the start date for this weekly deliverable?	The start date for the weekly transition change request reports is April 1, 2008.
121. ProForma Contract Section A.2.2.1.7 -- The State is requesting that the contractor review and assess the SUR Subsystem processes and procedures.  Does the State consider itself the main user of the data and reports of the SUR Subsystem or is the contractor expected to provide staff during the Operations to perform the review of these reports to identify potential fraud and abuse of the TennCare services?	The State is the main user of the data and reports of the SUR subsystem.
122. ProForma Contract Section A.2.2.1.10 -- Are any of the software maintenance agreement costs for the State-owned licenses for Oracle database, Oracle financials, Sybase translator, Seibel, FileNet, Citrix, RRI, AVRS, NICE, and AVAYA CTS to be paid by the contractor?  If so, please provide details.	Refer to the procurement library – software renewal spreadsheet.  Refer to Section C.18 of this Amendment for extended date for Procurement Library access.
123. ProForma Contract Section A.2.2.2.2 -- For the transition period where the contractor runs the TCMIS on their own hardware, what hardware, software, and storage will be necessary to run the system?  Please provide detailed specifications for the current production environment (hardware/operating environment/software/storage).	It is the Contractor's responsibility to determine the hardware, software, and storage that will be necessary to run the TCMIS.  Refer to RFP Attachment 6.11 of this Amendment.
124. ProForma Contract Section A.2.2.2.2 -- When the system is "transferred to State hardware for operations," does that include all test and disaster recovery hardware? Please list any exclusions.  Are there any contractor costs associated with the use of State hardware?  Will the State similarly own all of the associated software?	Any hardware purchased with State funds for the TCMIS transition will need to be transferred to the State.  No  The State will own all of the associated TCMIS software.
125. ProForma Contract Section A.2.2.2.5 -- For the transition period, contractors are required to secure office space within 10 miles of the TennCare building. If a contractor has existing office space in the metro-Nashville area, would the Bureau be willing to extend the 10-mile proximity requirement to 25 miles?	Yes

<p>This approach would provide the Bureau a significant cost savings as lease start-up, infrastructure and build-out expenses would not be required.</p>	
<p>126. ProForma Contract Section A.2.2.2.5 -- For the transition period, contractors are required to secure office space including space to accommodate Bureau and IV&amp;V contractor staff.</p> <p>In order to adequately scope the building requirement, please provide the number of Bureau and IV&amp;V contractor staff that would share space with the new contractor.</p> <p>Also include the type of office space required (private office, cubicle, e.g.)</p>	<p>Office space for the Bureau and IV&amp;V staff should include a minimum of 8 cubicles and 2 private offices.</p>
<p>127. ProForma Contract Section A.2.2.2.7.1 -- Please confirm that the Draft Transition and Implementation Project Schedule to be included with the proposal should not include the enhancements as separate schedules, and that these schedules will be developed following contract award.</p>	<p>In section A.2.9, it states, "The Contractor's Enhancement Work Plan must be consistent with the proposed TCMIS project schedule and Deliverable Timetable." The Bureau does expect to receive a proposed enhancement work plan to be included with the proposal.</p>
<p>128. ProForma Contract Section A.2.2.5.1.3 -- Please explain this requirement further. Does the State expect for the current vendor to process all claims to final adjudication before the transfer of the system to the new vendor?</p>	<p>This requirement states that the new contractor will inherit any outstanding issues not completed by the current contractor. Additionally, The Bureau does not anticipate that all claims will be processed to final adjudication before the transfer of the system to the new vendor.</p>
<p>129. ProForma Contract Section A.2.2.5.3.4 -- As part of the "Assumption of TCMIS Functions," there is a requirement to coordinate the termination or assumption of leases of TCMIS hardware and software. Please clarify what hardware/software leases would be assumed or terminated.</p>	<p>Refer to the procurement library for additional information. Please note that this requirement is a Bureau responsibility.</p> <p>Refer to Section C.18 of this Amendment for the extended date for Procurement Library access.</p>
<p>130. ProForma Contract Section A.2.8 Enhancement #2-- Would the State consider the use of a product that meets or exceeds the requirements of the ClaimCheck product?</p>	<p>The State would consider the use of a product that exceeds the requirements of the ClaimCheck product.</p>
<p>131. ProForma Contract Section A.2.8 Enhancement #4 - Enhancement #4 requires the contractor to establish the use of a COTS dashboard software product such as Crystal Xcelsius.</p> <p>Is Crystal Xcelsius the required dashboard product, or is the Bureau open to other COTS products that would meet this requirement?</p>	<p>The Bureau is open to other COTS products that would meet this requirement.</p>
<p>132. ProForma Contract Section A.2.8 Enhancement #4 - Do performance metrics include project management status reporting metrics during implementation, e.g. Earned Value (SPI, CPI)?</p>	<p>Not for Enhancement 4.</p>

133. ProForma Contract Section A.2.8 Enhancement #5 - - The Enhanced Testing Environment will require the contractor to establish four new test environments. In order to adequately scope and price this enhancement, please provide the hardware and software configuration for the existing TCMIS production and testing environments.	Refer to RFP Attachment 6.11 of this Amendment
134. ProForma Contract Section A.2.10.3.2 -- he RFP states that the contractor must be appraised at Maturity Level 2 within 24 months of the implementation date, while on page 64, Enhancement #1 states within 24 months of the contract start date. Please confirm that the correct date for Level 2 appraisal is 24 months following the implementation date.	Refer to State's response to question 10.
135. ProForma Contract Sections A.2.10.3.1 and C.3.2 -- In RFP Section A.2.10.3.1, the RFP states that "Payment for the Contract will be dependent upon obtaining successful CMMI appraisals at Level 2 and Level 3." Does this statement apply to the entire contract or only to the payment related to Enhancement #1, CMMI Level 2 Appraisal and CMMI Level 3 Appraisal? Please specify what payments are dependent upon successful CMMI appraisals at Level 2 and Level 3. If this statement applies to the entire contract, would the State consider removing this sentence since it is unreasonable to hold payment for 24 months while the contractor achieves successful CMMI appraisals?	This only applies to the payment for Enhancement 1 pertaining to CMMI Levels 2 and 3 Appraisals.
136. ProForma Contract Section A.2.11.2.3.3 -- "Pricing of multiple surgeries and multiple modifiers." Please explain "pricing" of "modifiers".	Pricing refers to the determination of the amount that will be paid for a specific service billed to the Bureau for the claim.  Modifiers are codes submitted on a claim that further explain the service being provided.
137. ProForma Contract Section A.2.11.2.3.7 -- "Cross provider editing for surgeons and assistant surgeons." Please expand on this requirement. What result is the Bureau expecting?	Refer to State's response to Question 12.
138. ProForma Contract Section A.2.11.2.3.11 -- Please define "convenience items."	Refer to State's response to Question 13.
139. ProForma Contract Section A.2.12.4.7 -- Please confirm that a WBS approach including rolling wave planning in which tasks within the next 90 days are decomposed to the 80 hour level would be acceptable. Tasks beyond 90 days are decomposed to the lowest level possible and supported by task-based estimation models. These estimates include assumptions object counts, risk and complexity factors and are refined throughout the implementation life cycle.	Confirmed

<p>140. ProForma Contract Section A.2.13.2.5 -- The RFP indicates that the COTS Dashboard software must integrate with the TCMIS, including interChange Bureau SharePoint and Business Objects environment.</p> <p>Does the Business Objects environment include a data warehouse containing the TCMIS data elements necessary for dashboard reporting? What data elements from the SharePoint environment would need to be included for Dashboard reporting?</p>	<p>No</p> <p>The data elements needed from the SharePoint environment will be defined in detailed design sessions after contract award.</p>
<p>141. ProForma Contract Section A.2.13.2.5 -- Regarding the COTS Dashboard Enhancement, this section requires the contractor to "Update dynamically from live data and be available on the State intranet."</p> <p>Since updating reporting repositories with live data can cause a slow-down with production processing, would it be acceptable to update the dashboard repository every 24 hours? Please clarify what live data must be updated dynamically.</p>	<p>Yes, it would be acceptable to update the dashboard repository every 24 hours if updating the reporting repositories with live data would slow-down the production system. The live data that must be updated dynamically will be defined in detailed design sessions after contract award.</p>
<p>142. ProForma Contract Section A.2.14.2.3.7 -- This section requires the contractor to secure documentation software capable of containing content including, but not limited to: "COTS Documentation Source code."</p> <p>Does the State expect the contractor to load the documentation source code to the documentation library? If a COTS product is used, the source code is proprietary and would not be available for viewing or loading to the documentation library.</p>	<p>No.</p> <p>Refer to Section C.5 of this Amendment (revised RFP Attachment 6.1, Pro Forma Contract Section A.2.14.2.3.7)</p>
<p>143. ProForma Contract Section A.2.14.2.6 -- Please clarify the term "web link integrity checking."</p>	<p>This checking process would eliminate links for information that are not found during navigation of the documentation software.</p>
<p>144. ProForma Contract Section A.2.14.2.8 -- It appears that the Bureau is requesting a conversion of existing documentation to allow for storage and access in the new solution. Please provide the following:</p> <ul style="list-style-type: none"> <li>• How many documents need to be converted?</li> <li>• How many different repositories exist today?</li> <li>• Are the current database (index) records in a non-proprietary format?</li> </ul> <p>What media type is currently being used to store documents?</p>	<p>The procurement library contains all documents to be migrated to the new documentation solution. Refer to Section C.18 of this Amendment for the extended date for Procurement Library access. Project Workbook is the main source of documentation. However, some documentation may exist on the State intranet, TeamTrack, SharePoint, and other sites.</p> <p>No.</p> <p>The current documents are stored on the Project Workbook server with online access.</p>
<p>145. ProForma Contract Section A.2.14.2.14 -- Please expand on the TeamTrack functionality that would need to be integrated with the documentation software.</p>	<p>Integration of documentation software with TeamTrack would facilitate linking functionality to allow users to view detailed information on work orders.</p>
<p>146. ProForma Contract Section A.2.15.2.14 -- Does this imply the need for a Unit and Integration test system</p>	<p>Yes. This does imply the need for an Integration test</p>

for all four “Integrated Test Environments?”	system for all four “Integrated Test Environments”.
147. ProForma Contract Section A.2.15.3.1.3 -- Can unit testing be performed in one of the four integrated testing environments described in RFP Section A.2.15.2.4.1?	No
<p>148. ProForma Contract Sections A.3.2.1, A.3.13.2.44., and A.3.1.3.4 Attachment 6.1.2 sections 6.1.2.2.3.4.6 and 6.1.2.2.3.4.9 -- These sections refer to the contractor’s responsibility to maintain the drug file. Since PBM services are carved out of the contract, should these requirements be removed from the RFP?</p> <p>If not, please explain what drug file the PBM vendor uses to process pharmacy claims.</p>	<p>No, the drug file is used for drug rebate and encounter processing.</p> <p>The PBM vendor uses data from First Data Bank to process pharmacy claims. Refer to the Reference section of RFP Attachment 6.1, Pro Forma Contract, Section A.3.2.1.</p>
<p>149. ProForma Contract Section A.3.2.1 -- There appears to be discrepancies between the table in A.3.2.1 Interface Listing and the listing of interfaces for each functional area.</p> <p>For example, the A.3.2.1 Interface Listing shows these eligibility outbound interfaces:  BCBS Medicare Claim Number (HICN) Cross Reference file  Cigna Medicare Claim Number (HICN) Cross Reference file  However these interfaces are not listed in the table under A.3.3.6.1 Eligibility Subsystem External Files.</p> <p>Another example, the table in A.3.10.3 Drug Rebate Inputs and Outputs shows these inbound interfaces:  Electronic PQAS  Electronic ROSI  However they are not listed in the table in A.3.2.1 Interface Listing.</p> <p>Should the table in A.3.2.1 Interface Listing match the tables in the functional areas?</p> <p>If yes, can the State provide an updated version of the A.3.2.1 interface table and the interface listings by functional area so that vendors can adequately cost their proposals?</p> <p>If the tables are not supposed to match, please provide an explanation of the difference between these tables.</p>	<p>The BCBS HICN Cross Reference file and the Cigna HICN Cross Reference files are depicted as HICN X-reference files on the table in RFP Attachment 6.1, Pro Forma Contract, Section A.3.3.6.1.</p> <p>Generally, the interface listings should correspond. However, some descriptions may not match exactly.</p> <p>The Electronic PQAS and Electronic ROSI are being added to the table in RFP Attachment 6.1, Pro Forma Contract Section A.3.2.1. Refer to Section C.6 of this Amendment.</p>
150. ProForma Contract Sections A.3.2.1 and A.3.3.6.1 -- Regarding Eligibility 1610 manual transactions, please provide the anticipated volume of transactions requiring manual entry.	The 1610 Eligibility transactions are actually electronic transactions received from DHS, who enters them manually. The Contractor will not be required to manually enter 1610 transactions. Refer to RFP Attachment 6.1, Pro Forma Contract, Section A.3.3.6.1 where the media is shown as cartridge.



151. ProForma Contract Section A.3.3 -- Please provide the anticipated volume of manual online enrollment and eligibility additions and changes that the contractor must perform.	The anticipated number of manual online enrollment transactions (additions and changes) that the Contractor must perform is 20,000 to 25,000 per year. The anticipated number of manual online eligibility transactions that the Contractor must perform is 30,000 per year.
152. ProForma Contract Section A.3.3.2.24 -- Please provide estimates on the number of ID cards the contractor will be required to produce per year.	The estimated annual volume is 365,000.
153. ProForma Contract Section A.3.3.2.46.4 -- Regarding the requirement to "Update all addresses that meet the change criteria into interChange." Please provide the anticipated number of MCC address updates.	The anticipated volume of manual MCC address update transactions that the Contractor must perform is 40,000 per year.
154. ProForma Contract Section A.3.3.2.72 -- The contractor is asked to "...Develop and support the process to suspend eligibility in accordance with the Bureau of TennCare Policies and Procedures and/or TennCare Rules..." What process is currently used to meet this requirement?	No current process exists.
155. ProForma Contract Section A.3.3.3.1 -- The RFP requests under Revised or New Contractor Requirements that the contractor "Support data extracts and online queries as needed by the Bureau." Please provide the anticipated volume of data extracts and online queries so that vendors can adequately cost their proposals.	The anticipated volume is approximately 20 per week.
156. ProForma Contract Section A.3.3.3.2 -- The RFP requests under Revised or New Contractor Requirements that the contractor "Maintain and support changes to the AS400 TCMIS eligibility, inquiry and online presumptive eligibility update/add screen and batch processing."  Are the AS400 screens and batch processing already in production? Please provide a list of the changes needed to the AS400 TCMIS eligibility functionality so that vendors can accurately cost their proposals.	Yes  Currently no changes are needed.
157. ProForma Contract Section A.3.3.3.9 -- The RFP requests under Revised or New Contractor Requirements that the contractor "Support the 'undeliverable' and 'no response' information element for recording returned mail and notices and letters that required a response, but for which none was received." Please provide a list of the eligibility and enrollment notices and letters that require a response that would need this functionality added.	These notices include the following: Requests for Information from TennCare Medicaid and TennCare Standard members, Approval Notices with MCO change options, Medical Eligibility Packets used to provide proof of pre-existing medical conditions, and Termination Notices: No Response and Good Cause No Response (mailed after initial Requests for Information).
158. ProForma Contract Section A.3.3.3.10 -- The RFP requests under Revised or New Contractor Requirements that the contractor "Support the eligibility matching processes with other State	Refer to the Interface Diagram in RFP Attachment 6.1, Pro Forma Contract, Section A.3.2.3.

agencies, vendors, and as required by the Bureau and process response files including, but not limited to, address matching and eligibility verification matching.” Please provide a list of the State agencies and vendors that the contractor would need to provide an eligibility matching process with.	
159. ProForma Contract Section A.3.3.3.11 -- The RFP requests under Revised or New Contractor Requirements that the contractor “Provide translation services for multiple languages, including, but not limited to, neutral Spanish, non-Castilian Spanish, and others required by the Bureau.” Please specify the others required by the Bureau so that vendors can adequately cost their proposals.	Other languages include Kurdish – Badinani, Kurdish – Sorani, Arabic, Somali, Bosnian, and Vietnamese.
160. ProForma Contract Section A.3.3.3.13 -- The RFP requests under Revised or New Contractor Requirements that the contractor “Maintain functionality to provide online file maintenance as directed by the Bureau of TennCare. Maintain functionality to support the TennCare Web Eligibility Verification System and other contracted business partners.” Are these new requirements or changes to existing functionality? Does the system currently support online file maintenance? Does the TennCare web currently support eligibility verification?	New requirements.  Yes  Yes
161. ProForma Contract Section A.3.3.5.2.3 -- It is mentioned that documents could be both microfilmed and/or scanned. Is there are preferred or expected method of archiving documents? Are both methods used by the current vendor? Please define what is currently imaged and what is microfilmed?	The preferred method is scanning.  Both methods are used by the current vendor for research.  Currently, no documents are microfilmed. Each page of Medical Eligibility (ME) Packets, including the application, is imaged.
162. ProForma Contract Section A.3.4.2.5 -- Please elaborate on translation services. Is there a requirement for correspondence material to go beyond English and Spanish? Or is the requirement to have translation services through telephone inquiry?	Yes  No Translation services are for correspondences.
163. ProForma Contract Section A.3.4.2.23 -- Please provide the volume of mailings and schedule/frequency for each mailing.	Refer to Section D.2 of this Amendment.
164. ProForma Contract Section A.3.5 -- Please provide annual volumes of “Complaints,” “Grievances,” and “Appeals.”	Initially, the Bureau treats all Complaints, Grievances, and Appeals as issues. The Bureau receives approximately 6,000 issues a year.
165. ProForma Contract Section A.3.5.2 -- The RFP states “A separate system not integrated with iC, (ProLaw), is used for TennCare’s Complaints, Grievances, and Appeals Tracking processes.”  Is ProLaw a COTS product? If yes, is the successful contractor responsible for licensing agreements for	ProLaw is a COTS product with customization.  No

this product?	
166. ProForma Contract Section A.3.5.3.5 -- Is the Appeals Resolution Tracking System (ARTS) a COTS product? If yes, is the contractor responsible for licensing fees?	No No
167. ProForma Contract Section A.3.5.3.7 -- "Develop the methodology to store imaged documents and then allow them to be accessed by the Siebel application." Please explain the specific business processes supported by the Siebel application, and the documents that would need to be accessed by that application.	Currently, output reports and notices/letters are stored and accessed in Siebel. Scanned or imaged documents are not stored or accessible in Siebel. Details will be defined during detail design sessions.
168. ProForma Contract Section A.3.5.3.11 -- This section states that letters and notices in an appeal must meet "legal" document standards. Please clarify what is meant by this statement.	The Contractor must comply with all state and federal laws, rules or regulations as well as federal court orders or consent decrees.
169. ProForma Contract Section A.3.9.5.2 -- The RFP requests under Revised or New Contractor Requirements that the "Contractor shall review the current financial change request (FCR) process and recommend improvements."  Please verify that the contractor should only cost for making the recommendations in the proposal. The cost for implementing the recommendations is handled separately after contract award.	Confirmed.
170. ProForma Contract Section A.3.10 -- Does the current TCMIS allow for the entry/storage of an NDC on the CMS 1500 or UB04 or any of the 837 transactions?	NDCs are entered and stored for the 837 transactions via 2410 LIN and the associated 2410 loops. NDCs are not currently entered or stored on the CMS 1500 or UB04 transactions. However, NDC codes will be submitted on the 1500 and UB04 for crossover claims. A SCR has been initiated to EDS to modify the existing system to capture the NDC.
171. ProForma Contract Section A.3.11 -- "Data from Reference, Provider, Eligibility, Enrollment, Third-Party payers, Encounter History and Financial Transactions are utilized in processing encounter claims." Will the State identify the "Financial Transactions" used in processing encounter claims?	Financial transactions are not used in the processing of encounters.  Refer to Section C.8 of this Amendment.
172. ProForma Contract Section A.3.11.1(1) -- There are references in this section to UB92 claim submission via the web. Does the current system have the capability to support UB04 claims?	Yes
173. ProForma Contract Section A.3.11.1.1 -- "The FFS data utilized in claims processing is also used for encounter validation." Regarding "encounter validation," are FFS data used in any way other than assuring no FFS payment for a service covered by an encounter?	Yes. FFS Claims data are used to check for duplicate service billings and payments.
174. ProForma Contract Section A.3.11.1.3 -- Claims	No, they are assigned to multiple locations based on

Resolutions – Are all claims suspended to a single location and then manually assigned to the staff for completion? Also, what is the volume at any given time?	the type of edit/audit.  Refer to RFP Attachment 6.1, Pro Forma Contract, Section A.6.4.5.2 and the procurement library for suspense volume information. Also refer to Section C.18 of this Amendment for the extended date for Procurement Library access
175. ProForma Contract Section A.3.11.1.4 -- LTC Claims Processing – As a part of LTC processing, does the current contractor provide pre-printed paper TADS (Turnaround documents) to the providers?	No, refer to RFP Attachment 6.1, Pro Forma Contract Section A.3.11.1.4.5.
176. ProForma Contract Section A.3.11.1.4.1 -- Preadmission Evaluation (PAE) – Under the LTC claims processing, there is a lot of discussion about PAE. What portion of this functionality is performed by the current contractor?	Bureau staff enters PAE data. The Contractor is required to maintain the system functionality for processing the PAEs.
177. ProForma Contract Section A.3.11.2.1 -- The RFP states: “Additionally weekly invoices are submitted from these MCOs and payments are generated for actual medical expenses incurred by the enrollees.” What form is used for these “invoices” e.g., 837?	Proprietary invoice file format.
178. ProForma Contract Section A.3.11.3.184 -- Please define what the Bureau would consider “extenuating circumstances.”	“Extenuating circumstances” refers to situations that are out of the provider's control. Also refer to the State's response to question 29.
179. ProForma Contract Section A.3.11.3.185 -- Please provide a description of what system assigned keys (SAKs) are and the system limitations associated with them.	SAKs are used internally in iC (e.g. with provider numbers and enrollee numbers). Detailed information pertaining to SAKs is located in the procurement library. (Refer to Section C.18 of this Amendment for the extended date for Procurement Library access.) It is the proposer's responsibility to determine the limitations associated with SAKs.
180. ProForma Contract Section A.3.11.4.4 -- “Reconcile MCC invoices or other control reports and totals to Encounter data received from the MCCs.” Will the State define “Reconcile,” i.e., exactly which measures are compared to each other?	The MCCs submit invoices with detailed claims information in a proprietary format and encounter data is also submitted with detail claims information in an 837 or NCPDP format. Reconciliation would identify any claims that are in the invoice files but not in the encounter files and any claims that have payment differences between the invoice files and the encounter files.
181. ProForma Contract Section A.3.11.4.3 -- The RFP requires, “Develop and maintain process for tracking, reporting, and adjudicating claims in the “flush file.” Please explain what the “flush file” is.	The flush file contains claims that were not suspended, but cannot be paid due to a data issue, such as the lack of a fund code associated with a provider record linked to a claim.
182. ProForma Contract Section A.3.11.5 -- The RFP lists the NCPDP 5.1 Pharmacy inbound interface. Since pharmacy claims are handled by the PBM vendor, please clarify what pharmacy claims would be sent via this interface.	All pharmacy claims processed by the PBM are sent to the Bureau as encounters in this format.
183. ProForma Contract Section A.3.12.2.27 -- Regarding this statement, “Contractor personnel will receive the	The anticipated volume should be between 8,000 and 12,000 per year.

updated questionnaires, scan the forms and index them for future reference. The data on the questionnaires will be manually uploaded into the system by the Contractor,” please provide the anticipated volume of updated questionnaires.	
184. ProForma Contract Section A.3.13.2.28 -- Regarding this statement, “Process automated files or manual updates to update fee schedules and other Reference data,” please provide the anticipated volume of fee schedule manual updates.	Approximately 600 manual LTC fee schedule updates are done annually.
185. ProForma Contract Section A.3.13.2.45 -- Regarding, “Update Reference files/tables online with changes relating to Reference policy and pricing,” please provide the anticipated volume of manual updates.	The anticipated volume of manual updates is 100.
186. ProForma Contract Section A.3.16.1-- “The Office of Contract Compliance and Performance (OCCP) is responsible for oversight of MCC compliance with directives arising from an appeal and requests for corrective action plans from the business areas.” Is the State responsible for operation of the OCCP?	Yes
187. ProForma Contract Section A.3.18.2.1 -- Regarding this statement, “Providers are added to the file by electronic and manual file update by the Contractor,” please provide the anticipated number of manually added providers.	The Bureau is responsible for making all manual online provider additions. The Contractor will not be responsible for online manual updates.
188. ProForma Contract Section A.3.18.6.1 -- Please describe how unique provider numbers are currently assigned.	The system assigns unique provider numbers. Refer to Section C.11 of this Amendment.
189. ProForma Contract Section A.3.18.6.2 -- The RFP requests under Revised or New Contractor Requirements that the contractor “Maintain the use of the National Provider Identifier (NPI) to ensure compliance with HIPAA as required.” Does the current system support the NPI? Please describe the current system’s NPI functionality. Is this requirement asking the vendor to process claims using the NPI or just maintain the NPI?	Yes  The current system uses the NPI to process claims and encounters.  This requirement is asking the vendor to maintain the current NPI system functionality to process claims and encounters using the NPI and to maintain the system so that the NPI requirements within the HIPAA requirements are met.
190. ProForma Contract Section A.3.18.6.3 -- The RFP requests under Revised or New Contractor Requirements that the contractor “Maintain a Provider Master File/Database in which each provider has a unique identifying number (the provider number) and NPI, including all data elements required by the Bureau.” It is unclear exactly what the State is asking for in this requirement. Does the current system contain a Provider Master File/Database that uniquely identifies providers? Is the requirement to add the NPI to the database? Is this requirement asking the	Yes, Current system contains a database that uniquely identifies providers.  No, not to add NPI to the database.  No, not to implement new data elements.  This requirement is considered new because it does not exist in the current contract.

contractor to implement new data elements? If yes, please provide a list of the data elements.	
191. ProForma Contract Section A.3.18.6.4 -- The RFP requests under Revised or New Contractor Requirements that the contractor "Perform quality assurance of data in the Provider Master File/Database and submit results to the Bureau. " Is this a one-time task or is this an ongoing task that the contractor performs over the life of the contract? If ongoing, please specify how often the contractor is expected to perform this task.	This is an on-going task that needs to be performed at least quarterly over the life of the contract.
192. ProForma Contract Section A.3.20.1.1 -- Please provide historical annual interlata and intralata phone costs or minute volumes.	These Contractor costs are the same as when initially implemented in December 2006.
193. ProForma Contract Section A.3.20.1.1 -- Regarding the facility related items that the State will provide for the Operations period: <ul style="list-style-type: none"> <li>What telephony system is being used?</li> <li>Is the State responsible for supporting the telephony system?</li> </ul> Are headsets included in the rates provided in this section?	<p>The general Telephony system used by the State is Comdial.</p> <p>Yes, the State is responsible for supporting the telephony system.</p> <p>Yes, headsets will be included as needed.</p>
194. ProForma Contract Section A.3.20.1.1.2 -- This requirement indicates that contractors must correctly apply/upgrade to the most current version of Edifecs SpecBuilder, XEngine and Transaction Manager software as approved by the State. Please confirm that the State currently holds the licenses and maintenance agreements for these products and would be responsible for any additional licensing/maintenance costs associated with any upgrade.	The current contractor holds the licenses with Edifecs and the costs are passed through to the State. It is anticipated that those licenses will transfer to the State and then the State will be responsible for on-going licenses and support.
195. ProForma Contract Section A.3.20.1.1.19 -- Contractors are required to install network monitoring software on the State's network to monitor and report on availability and response times at the terminal level. Please confirm that the State does not currently use network and response time monitoring tools, and that contractors would be required to procure a new product?	The Contractor would not be required to procure a new product, but should track network response time and availability in coordination with the State to distinguish between application and network response time and availability issues.
196. ProForma Contract Section A.3.20.1.1.23 -- This requirement indicates that contractors would be required to migrate the system to new hardware if hardware upgrades became necessary during the contract period. Please confirm that the State would be responsible for any new hardware acquisition costs should an upgrade become necessary.	Confirmed
197. ProForma Contract Section A.3.20.1.1.33 -- Contractors are required to maintain all licensed products for the systems at the current, stable version of the product, and ensure that products do	<p>Refer to State's response to question 122.</p> <p>The State will be responsible for any additional license/maintenance costs associated with specific</p>



not lapse into an unsupported version. Please confirm that the State holds the license and maintenance agreements for all software products, and would be responsible for any additional license/maintenance costs associated with a specific product upgrade.	product upgrades listed on the software renewal spreadsheet.
198. ProForma Contract Section A.3.20.1.3.4 -- Contractors are required to maintain a Disaster Recovery Plan and Business Continuity and Contingency Plan in cooperation with OIR and the Bureau. Please confirm that contractors are not required to provide a backup data center for use in a disaster situation. Further, please confirm the schedule for disaster recovery testing referenced in this requirement.	Confirmed. The Contractor is not required to provide a back-up data center.  Disaster recovery testing has occurred annually. The State expects its Contractors to be onsite at the back-up data center during disaster recovery testing.
199. ProForma Contract Section A.3.20.1.9 -- Is the contractor responsible for forms production costs or merely storage costs?	The Contractor is responsible for forms production costs and storage costs.
200. ProForma Contract Section A.3.20.1.15.3 -- What tools are used to maintain the data dictionary and mapping documents today?	Erwin, Project Workbook, xml, and Sybase.
201. ProForma Contract Section A.3.20.1.20.6 -- This requirement states that the contractor must utilize the State standard build management tools, Serena Builder and Version Manager. However, in A.2.15.2.5.1 the RFP indicates that the State may consider the use of other tools as long as they are comparable to the current State standard. Please confirm that other tools may be used as long as they are approved by the State.	Confirmed.
202. ProForma Contract Section A.3.20.1.20.11 -- Will TeamTrack software itself (not the interfaces) be maintained by the State or by the contractor? What licensing costs associated with the TeamTrack software, if any, will be funded by the contractor?	TeamTrack administration is performed by the State. The system contains data elements to be entered and maintained by the Contractor. The system architecture and operation are also maintained by the Contractor. The State does not anticipate that the Contractor will have any associated licensing costs.
203. ProForma Contract Section A.3.20.6.1.16 -- Please confirm that the "help screens" and "instant messaging" capabilities referenced in this requirement already exist in the current solution, and that contractors are not required to develop these capabilities.	Confirmed.
204. ProForma Contract Section A.3.20.11.1.5 -- Please confirm that the eligibility verification components referenced in this requirement currently exist, and the contractor is not required to develop these capabilities, or replace existing hardware/software components.	Confirmed
205. ProForma Contract Section A.3.20.11.1.11 -- Contractors are required to provide local hardware	Confirmed with the exception of Contractor owned software.

and software maintenance with reasonable expected response time for service calls. Please confirm that the State currently holds the hardware/software license and/or maintenance, and that the State would be responsible for any costs associated with upgrades, replacement parts, etc. required to repair a failing device or product, that would not otherwise be covered under an existing vendor agreement.	
206. ProForma Contract Section A.3.21.4.1.2 -- Please provide an organizational chart of the current contractor.	The current contractor's organization chart is provided in the procurement library.
207. ProForma Contract -- Please clarify whether performance incentive payments to the contractor will be paid quarterly or annually.	Annually.
208. ProForma Contract Section A.4.2.2.1 -- This section indicates that if the contractor fails to meet the minimum number of hours identified for the System Modification Team that the contractor will be required to refund the Bureau the balance of hours. In RFP Section A.6.2.1 however, the RFP states that the contractor would be subject to liquidated damages if the minimum number of hours is not met. Please clarify which reference is correct.	RFP Attachment 6.1, Pro Forma Contract Section A.2.6.1 is correct.  Refer to Section C.12 of this Amendment for revised language relating to RFP Attachment 6.1, Pro Forma Contract Section A.4.2.2.1.
209. ProForma Contract Section A.4.4 -- This section defines the requirement to maintain isolated testing environment including unit, system, integration and user acceptance. Some requirements in this section seem contradictory to the requirements outlined in A.2.15, Enhancement # 6 – Enhanced Testing Environment. Please clarify what specific testing environments contractors are expected to maintain.	RFP Attachment 6.1, Pro Forma Contract Section A.4.4 describes the testing environment currently being used. RFP Attachment 6.1, Pro Forma Contract Section A.2.15 describes an enhanced testing environment the Bureau is requiring the Contractor to implement. The enhanced testing environment also includes unit, integration, integrated systems testing, and regression, which will involve user participation.
210. ProForma Contract Section A.5.1 -- Are there any servers that are part of the TCMIS besides those for disaster recovery that are not located at the State of Tennessee data center? If so, what are they?	Additional servers are located in the local Bureau of TennCare center. They include, but are not limited to, the following: RRI server, Sun0 server (for Model Office test and development environment), Project Workbook server, Siebel server, SharePoint server, and TeamTrack server.
211. ProForma Contract Section A.5.4.2.8 -- This requirement states that contractors are to provide back-up processing capabilities should the contractor's primary site be unavailable due to a disaster situation. Please clarify this requirement as the contractor will be housed with the Bureau during operations.	In a disaster recovery scenario where the Bureau of TennCare facilities are not available, the Contractor will need to have a back-up site for performing contractually required business processes.
212. ProForma Contract Section A.5.4.2.39 -- The Disaster Recovery Plan must address the continued processing of TennCare transactions assuming the loss of the contractor's primary processing site.	The back-up data center is provided by the State. The facilities to perform the business processes are not provided by the State.

Please clarify this requirement since the primary processing site will be the State's data center. Please also confirm if the back-up site is provided by the State, or if contractors are required to provide a back-up processing site.	
213. ProForma Contract Section A.5.6.7 -- Please confirm that the current interChange system meets all of the Data Maintenance requirements listed in A.5.6.7.1 – A.5.6.7.8.	Confirmed
214. ProForma Contract Section A.5.7 -- Please confirm that the TCMIS currently meets RFP requirements A.5.7.3.5 – A.5.7.3.12.	Confirmed
215. ProForma Contract Section A.5.7.3.13 -- What is the "State Standard ad hoc reporting tool" referenced in this section?	Business Objects is used in the current application and is part of the MMIS Architecture.  Refer to Section C.20 of this Amendment; (revised RFP Attachment 6.1, Pro Forma Contract Section A.5.7.3.13.)
216. ProForma Contract Section A.6.1 -- "Operations Project Manager(s)" is included in the list of "key" operations personnel. Is this the same five Project Managers included in the Maintenance and User Support Staff Table on page 316 of the RFP? If so, are bidders required to include resumes for all five Project Manager positions?	No
217. ProForma Contract Section A.6.1 -- "Database Administrator" is included in the list of "key" operations personnel. Is this the same three Database Administrator positions included in the Maintenance and User Support Staff Table on page 316 of the RFP? If so, are bidders required to include resumes for all three Database Administrator positions?	Yes  Yes
218. ProForma Contract Section A.6.2.2 -- Is it correct to assume that the annual hours per person per year defined for Maintenance and User Support Staff (1,770 hours) will also be applied to the Modification and Enhancements Staff discussed in RFP Section A.6.2.1?	No
219. ProForma Contract Section A.6.3.1.1 -- There is a job description for a Deputy Account Manager in this RFP section, however, that individual does not appear in the list of Key Operations personnel on page 313 of the RFP. Is the Deputy Account Manager position considered "key," and are vendors required to submit a resume for this position in their proposals?	Refer to State's response to question 64.
220. ProForma Contract Section A.6.4.2.1 -- Please provide the historical call volumes for the current contractor's Provider Customer Service Call Center.	Call volumes are not available because this service has not yet been implemented by the current contractor.

	This responsibility was added by Amendment 6 in Dec. 2006.
221. ProForma Contract Section A.6.4.2.1 -- Please confirm that the contractor's Provider Customer Service Call Center would be responsible for handling Level 2, or 2nd Tier calls escalated from another call center. If this is the case, who performs the Level 1 or 1st Tier call center function?	Confirmed.  Workers from the Tennessee Prison for Women (TPW) perform Level 1 calls.
222. ProForma Contract Section A.6.4.6.2 -- The RFP states that "The TPL Data Entry staff will perform manual updates relating to the returned questionnaires." Please provide the anticipated volume of returned questionnaires that must be manually entered.	Questionnaire volumes are not available because these updates are not yet being entered by the current contractor.  This responsibility was added by Amendment 6 in Dec. 2006.
223. ProForma Contract Section C.3. -- The RFP states "the monthly petition for reimbursement of pass through costs, (e.g. postage, expenses related to special mailings), shall include substantiating documentation and the pre-approval by the State". Please specify all types of costs during the Operations phase that should be considered pass through.	Types of costs that are considered pass-through are: Postage (for provider mailings, REOMBs, Claims & adjustments, R/As and checks, PAE forms, TPL questionnaires, cost logs, recipient notices, MCO mailings, ID cards, TennCare and waiver mailings); minor leaseholder improvements, equipment maintenance agreements specifically designated, and any other costs specifically designated by the State as pass-through costs. Pass-through postage costs do not include Contractor postage for Contractor business operations.
224. ProForma Contract Section C.3.3 -- This section states that the contractor shall receive 50% incentive payment for scores between 86 and 93. Please confirm that contractor shall receive 100% incentive payment for scores above 93.	Confirmed  Refer to this Section C.17 of this Amendment.
225. ProForma Contract Section C.5(c) -- This RFP section states that invoices shall not include sales tax or shipping charges. Please confirm that this means additional sales tax or shipping charges imposed by the contractor and does not prohibit reimbursement for sales tax or shipping charges charged against the contractor by other vendors.	Confirmed
226. ProForma Contract Section C.7 -- Please clarify the audits that may be the basis of invoice reduction referred to in Section C.7.	Audits are referenced in RFP Pro Forma Contract Sections D.9 and E.7. Other audits may be required by State or Federal regulations.
227. ProForma Contract Section E.7 -- If the contractor is the subsidiary of a parent company that submits an annual 10k report, will the audited financial statement of the parent satisfy the audit requirement of Section E.7 or is an additional audit required? Will the State notify the contractor whether the Tennessee Comptroller of Treasury (or designee) will conduct the audit or whether the contractor should employ its own auditor? How much does the Comptroller typically bill for the audit?	The financial statement of the parent company will be sufficient. This is not envisioned to be a new and separate Comptroller audit of the vendor, but similar to the submission of the financial statements that the vendor submits to the Securities Exchange Commission. Refer to Section C.15 of this Amendment.

<p>228. ProForma Contract Section E.10 -- What documents or types and categories of documents anticipated in the RFP fall under the printing authorization approval requirement of RFP Section E.10? Is a one-time approval used under the current contract?</p>	<p>Tenn. Code Ann. 12-7-102 (e) provides: "Publications" includes any newsletter, stationery, greeting card, report or printed material produced for distribution outside the department or agency for which the report or printed material is printed, including those printed at facilities not operated by the state. See promulgated rules at <a href="http://tennessee.gov/sos/rules/1190/1190.pdf">http://tennessee.gov/sos/rules/1190/1190.pdf</a>.</p>
<p>229. ProForma Contract Section E.23 -- Does the indemnification provision of RFP Section E.23 apply to all acts and omissions of the contract, its employees, or persons acting on its behalf or only to negligent or wrongful acts and omission?</p>	<p>The Contract does not limit causes for indemnification and clearly states "acts, omissions or negligence on the part of the Contractor".</p>
<p>230. Attachment 2 -- Please confirm that the State will not assess liquidated damages where actual damages are appropriate and that the State will not assess multiple liquidated damages for the same event or circumstance.</p>	<p>Refer to the State's response to question 78</p>
<p>231. Attachment 6.1.2 Section 6.1.2.2.3.3.2 -- The RFP states, "According to provider appeal policies the provider can resubmit Institutional, Professional, or Pharmacy claims for reconsideration of claims payments or timely filing issues."</p> <p>Should "Pharmacy" be removed from this sentence since the PBM vendor should handle pharmacy reconsiderations?</p> <p>Please provide the anticipated volume of institutional, professional and pharmacy reconsiderations.</p>	<p>Yes</p> <p>Approximately 50,000 reconsiderations are processed per year.</p>
<p>232. Attachment 6.1.2 Section 6.1.2.2.3.3.3 -- Please confirm that the measure for claims processing in RFP Section 6.1.2.2.3.3.3 refers to clean claims or claims that do not suspend.</p>	<p>Confirmed. The measure refers to clean claims.</p>
<p>233. Attachment 6.1.2 Section 6.1.2.2.3.3.4 -- Regarding the requirement to "Generate and distribute enrollee EOMBs no less..." Please provide the anticipated volume of EOMBs.</p>	<p>Refer to the State's response to question 28.</p>
<p>234. Attachment 6.1.2 Section 6.1.2.2.3.3.4 -- Regarding the requirement to "Process all Bureau approved mass adjustments in the next weekly payment cycle." Please provide the anticipated volume of mass adjustments.</p>	<p>Mass adjustments are currently applied against LTC claims only. There are between 100,000 and 150,000 annually.</p>
<p>235. Attachment 6.1.2 Section 6.1.2.2.3.4.2 -- Regarding the requirement to "Complete processing of ME packet within three (3) business days of receipt," please provide the anticipated volume of ME packets.</p>	<p>Refer to RFP Attachment 6.1, Pro Forma Contract Section A.3.3.5.1.</p>

236. Attachment 6.1.2 Section 6.1.2.2.3.4.3 -- Regarding the requirement to “Ensure production of correspondence letters and notices are within twenty four (24) hours of receipt of print files,” please provide the anticipated volume of correspondence letters and notices.	The anticipated volume of correspondences is 2.5 to 3 million annually.
237. Attachment 6.1.2 Section 6.1.2.2.3.4.4 -- Regarding the requirement to “Support EPSDT processes to generate and mail monthly EPSDT notices,” please provide the anticipated volume of EPSDT notices.	There are currently between 33,000 – 35,000 EPSDT notices generated monthly.
238. Attachment 6.1.2 Section 6.1.2.2.3.4.6 -- Regarding the Reference requirement to “Enter all batch and online updates within Bureau defined time frames,” please provide the anticipated volume of Reference manual online updates.	There are currently less than 100 manual Reference on-line updates per month.
239. Attachment 6.1.2 Section 6.1.2.2.3.4.10 and ProForma Contract Section A.3.12.4 -- Regarding this operational responsibility, “Process enrollee resources information received from the TPL contractor, Health Management System, (HMS) on a weekly basis.” Is this a manual entry process that is keyed from paper or is it a batch interface processed by the system? If a batch interface, should it be included in the A.3.2.1 Interface Listing table and the TPL Inputs and Outputs table in section A.3.12.4?	<p>This is a batch interface. The TPL Inputs and Outputs Table in RFP Attachment 6.1 Pro Forma Section A.3.12.4 shows this interface as “TPL Contractor Response File”.</p> <p>Refer to Section C.6 of this Amendment that adds this interface to RFP Attachment 6.1, Pro Forma Contract, Section A.3.2.1 Interface Listing Table.</p>
240. Attachment 6.1.2 Section 6.1.2.2.3.4.10 and ProForma Contract Section A.3.12.4 -- Regarding this operational responsibility, “Update the carrier file/database table with information received from HMS on a weekly basis or within twenty four (24) hours of receipt of an updated request.” Is this a manual entry process that is keyed from paper or is it a batch interface processed by the system? If a batch interface, should it be included in the RFP Section A.3.2.1 Interface Listing table and the TPL Inputs and Outputs table in RFP Section A.3.12.4?	<p>This is a Batch interface.</p> <p>Yes, it should be included in the table in RFP Attachment 6.1 Pro Forma Contract Section A.3.2.1. Refer to Section C.6 of this Amendment</p> <p>The HMS file is shown in the table in RFP Attachment 6.1 Pro Forma Contract Section A.3.12.4 as the “TPL Contractor Carrier” file.</p> <p>.</p>
241. Attachment 6.1.2 Section 6.1.2.2.3.4.10 -- Regarding this operational responsibility, “In addition, some manual TPL-related functions are to be handled by the Facilities Manager with ongoing coordination with the Bureau, primarily in the area of federally mandated post-payment recovery,” please clarify what TPL- related functions are manual so that vendors can adequately cost for these functions.	Refer to RFP Attachment 6.1, Pro Forma Section A.4.6.4.2.
242. Attachment 6.1.2 Section 6.1.2.2.3.4.11 -- Regarding this operational responsibility, “Process payment rate updates prior to the next processing cycle.” Are payment rate updates received in a batch interface file or are they manually entered from paper? If manually entered, please provide the anticipated volume.	<p>They are manually entered.</p> <p>There are approximately 80 rate categories.</p>



243. Attachment 6.1.2 Section 6.1.2.2.3.6.1 -- Regarding this operational responsibility, "Provide Bureau defined extract files, on request, to the Bureau to support special reporting needs within five (5) business days of the date requested," please provide the anticipated number of on request extract files.	Refer to State's response to question 155.
244. Attachment 6.1.2 Section 6.1.2.2.3.6.3 -- Regarding this operational responsibility, "Contractor shall produce ad-hoc or other on-request reports on the date specified in the report request," please provide the anticipated volume of ad-hoc or other on-request reports.	Refer to State's response to question 155.
245. Attachment 6.1.2 Section 6.1.2.2.3.6.4 -- In RFP Section 6.1.2.2.3.6.4, will the State consider a document imaging accuracy standard of 98-99%, rather than 100%?	No
246. Attachment 6.1.2 Section 6.1.2.2.3.6.4 -- Regarding this operational responsibility, "Ensure that all documents are scanned within one (1) business day of receipt," please provide the anticipated volume of documents requiring scanning.	The Project Workbook Dashboard link shows volumes for indexed documents. The anticipated volume of documents to be scanned annually is 400,000 to 450,000.
247. Attachment 6.1.2 Section 6.1.2.2.3.6.4 -- Regarding this statement, "The Contractor shall generate and distribute correspondence within one (1) business day of an automated or manual request," please provide the anticipated volume of correspondence.	Refer to the State's response to question 236.
248. Attachment 6.3 Section A.9 -- There are references to "State standard software" and "non-State standard software". Please define "State standard software" and "non-State standard products."	The procurement library contains a link to the OIR intranet site that contains all of the State Standard Software. If it is not on this list, it is considered Non-State Standard.  Refer to Section C.18 of this Amendment for extended date for Procurement Library access.
249. Attachment 6.3 Section B.11 -- The RFP requires the contractor to provide for each key position the person's current position with the Proposer. Is it required that all key personnel be employed by the proposer at the time of proposal submission or can key personnel be employed after contract signing?	Key personnel can be employed after contract signing.
250. Attachment 6.3 Section B.11 -- Brief description (seventy-five (75) words or less)..." As it is virtually impossible to provide a meaningful description and the type of experience of a proposed staff person's experience in 75 words, will the State consider expanding the size of this description to 250 words, i.e., approximately ½ page?	Yes  Refer to Section C.15 of this Amendment.
251. Attachment 6.4 -- Please confirm that the statement "Contractors must submit a separate Pricing Schedule in response to each item listed in the	Confirmed

pricing schedules” refers to submitting pricing schedules A, B, C1, C2, C3, D1, D2, and the Cost Proposal Scoring Guide.	
252. Pricing schedule A -- Please confirm that no costs associated with the actual system transfer effort required by non-incumbent vendors should be included in Pricing Schedule A and that the prices on Schedule A represent assessment fees only and the fees associated with actually performing the transition and implementation activities will be provided at the time the cost benefit analysis deliverable is submitted.	Confirmed that RFP Attachment 6.4, Pro Forma Contract Section 6.4.1, Pricing Schedule A only represents assessment fees. However, the only other fees associated with the transition and implementation are listed in the paragraph labeled “Transition Phase” at the conclusion of this section.
253. Pricing Schedule A -- We applaud the State’s efforts in providing impartiality between the incumbent and non-incumbent vendors by offering to reimburse non-incumbent vendors up to 15% of the annual average fixed cost of operations to cover Transition costs. Based on the MMIS takeover costs of numerous contracts over the past few years, ranging from \$6.5 million to \$18.1 million, the State’s proposed cost ceiling is significantly below expected non-incumbent costs. Consequently, we respectfully recommend a ceiling of \$8.0 million for Transition costs. This level of funding will eliminate bidders from attempting to cover Transition costs in operating costs, thereby maximizing the State's federal reimbursement.	The State is not modifying the ceiling.
254. Attachment 6.4 Section 6.4.3 -- The RFP states that “for each enhancement line item that has an entry for ongoing operational costs, the contractors must provide the cost detail and justification for the additional fixed cost fee.” The RFP also states that this information must be provided in an exact duplicate of RFP attachment 6.4. Please clarify the format and location that this detailed operations period information should be provided within the cost proposal.	Refer to Section C.17 of this Amendment where this language has been modified.
255. Attachment 6.4 Section 6.4.4 -- Excess staffing – Total amount for the Cost Proposal Scoring Guide -- Please confirm that this table should be submitted with the cost proposal along with Pricing Schedule D1 Excess Staffing.	Confirmed
256. Attachment 6.4 Cost Proposal Scoring Guide -- Please confirm that on the Cost Proposal Scoring Guide the bidder shall only provide the proposed costs in the un-shaded boxes and that the shaded boxes on this Scoring Guide under the column heading “State Use Only” (including “Total Cost Amount Sum Proposed Cost” and “Evaluation cost amount”) should be left blank.	Confirmed
257. RFP Section 3.3, Pricing schedule A -- RFP states that “The proposed cost shall incorporate all costs for services under the Contract for the total contract period.” Please confirm that no costs for estimated	Confirmed

pass through/reimbursable items are to be provided on any of the pricing schedules.	
258. ProForma Contract Section A.3 -- In many of the functional areas of RFP Section A.3 there is a section called Revised or New Contractor Requirements. These sections identify 43 revisions and additions to the functional areas. Please confirm that these requirements would be implemented during the Operations Period. Should the costs associated with these revisions and additions be included in the C.3.3 Operations Costs (TCMIS), Pricing Schedule C1, Operations Costs – Base Rate (TCMIS) table?	<p>Confirmed. These requirements should be implemented during the Operations Period.</p> <p>Yes. Costs should be included in Base Rate Operations Costs.</p>

### C. Amend the following RFP Sections.

#### C. 1 Delete RFP Attachment 6.1, Pro Forma Contract Section A.1.2.3.3 in its entirety and insert the following in its place:

##### A.1.2.3.3 Change Order Procedure

Following is a description of each step in the Change Order procedure:

- a) Create & Log Change Order** – The process is initiated by an issue being deemed a Change Order. The request will specify the nature of the change and the business justification for the change (the justification may be preliminary – a further evaluation will be performed as part of the process). A Change Order request at the Bureau is referred to as either a Work Request (WR) or a System Change Request (SCR) and are tracked and monitored through the TeamTrack system.
- b) Assign Ownership** – Each Change Order request is assigned an owner by the Project Director (or designee) who will be responsible for performing an evaluation of the impact of the change on the project's budget.
- c) Perform Impact Analysis** – Each Change Order request is analyzed to determine its potential impact on the project's budget, resources and schedule within fifteen (15) calendar days of its submission. Costs, benefits, impact on quality, staffing and project risk, and the associated timing of each are evaluated and an analysis is prepared for presentation to the Project Steering Committee.
- d) Obtain Approvals** – The Cost/Benefit evaluation that is performed during the "Perform Impact Analysis" step in this process is presented to the Project Steering Committee who will approve or reject requested change.
- e) Update Project Documentation** – If the Change Order request is accepted/approved, project management moves forward with implementing the change. All necessary project documentation is updated accordingly (e.g. project plan, risk assessment).

#### C.2 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.2.10.2.1 in its entirety and insert the following in its place:

- A.2.10.2.1 The Contractor must utilize software, including source code and version control software upgrades, to achieve Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Class A appraisal at Maturity Level 2 and 3 of CMMI for Development and CMMI for Services.

#### C.3 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.2.10.3.2 in its entirety and insert the following in its place:

- A.2.10.3.2 The Contractor must be SCAMPI Class A appraised at Maturity Level 2 of version 1.2, or the most current version, of the Capability Maturity Model Integration for Development for all Contractor managed business processes including, but not limited to, the TCMIS and Mailroom, by a Software Engineering Institute (SEI) - authorized SCAMPI Lead Appraiser within twenty-four (24) months of the start date of the Bureau of TennCare account.

**C.4 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.2.10.3.4 in its entirety and insert the following in its place:**

- A.2.10.3.4 The Contractor must be SCAMPI Class A appraised at Maturity Level 2 of version 1.2, or the most current version, of the Capability Maturity Model Integration for Services for all Contractor managed business processes including, but not limited to, the TCMIS and Mailroom, by an SEI-authorized SCAMPI Lead Appraiser within twenty-four (24) months of the implementation date of the Bureau of TennCare account, or within twenty-four (24) months of the availability of CMMI for Services, whichever is sooner.

**C.5 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.2.14.2.3.7 in its entirety and insert the following in its place:**

- A.2.14.2.3.7 Documentation Software Interfaces

**C.6 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.3.2.1 in its entirety and insert the following in its place:**

- A.3.2.1 Interface Listing

**A specific list of current interfaces is listed in the following table. The Contractor is expected to maintain the interfaces as needed for TCMIS operations.**

Functional Area	External Entity / Interface	Entity Type	Inbound/ Outbound
Accounting	STARS History File – Check Number, Check Date	Finance and Administration Accounts – STARS	Inbound
Accounting	STARS History File – Bureau of TennCare Financial Activity	Finance and Administration Accounts – STARS	Inbound
Accounting	Vendors	Finance and Administration Accounts – STARS	Inbound
Accounting	interChange Payment Request	interChange Financial	Inbound
Accounting	Payment Voids	interChange Financial	Inbound
Buy-In	Part A Billing Tape	CMS	Inbound
Buy-In	Part A Premium Tape	CMS	Outbound
Buy-In	Part B Billing Tape	CMS	Inbound
Buy-In	Part B Premium Tape	CMS	Outbound
Buy-In	MMA Part D	CMS	Outbound
Buy-In	MMA Part D Response File	CMS	Outbound
Drug Rebate	Centers for Medicare and Medicaid Services Labeler File	CMS	Inbound
Drug Rebate	Centers for Medicare and Medicaid Services Rate File	CMS	Inbound

Functional Area	External Entity / Interface	Entity Type	Inbound/ Outbound
Drug Rebate	Drug Rebate File for CMS	CMS	Outbound
Drug Rebate	Data Niche file interface	Data Niche	Outbound
Drug Rebate	Electronic PQAS	CMS	Inbound
Drug Rebate	Electronic ROSI	CMS	Inbound
Drug Rebate	Pharmacy Benefits Manager (PBM) Claims Payment Detail File	Pharmacy Benefits Manager	Inbound
EDI/Claims	BCBS Part A Medicare Crossover Claim Type 17	BCBS Crossover Intermediary – Part A or B	Inbound
EDI/Claims	BHO UB92 Claims Formats – 837I	Each BHO	Inbound
EDI/Claims	BHO Capitation Fees – Claim Type 19 – 820	Each BHO	Outbound
EDI	BHO Daily Enrollment/Eligibility File – 834/271U	Each BHO	Outbound
EDI/Claims	MCC CMS Claims Formats – 837P	Each MCO and BHO	Inbound
EDI/Claims	MCO UB92 Claims Formats – 837I	Each MCO	Inbound
EDI/Claims	MCO Capitation Fees – Claim Type 19 – 820	Each MCO	Outbound
EDI	MCO Enrollment Files – 834/271U	Each MCO	Outbound
EDI/Claims	Part B Medicare Crossover Claim Type 18	Cigna Crossover Intermediary – Part B	Inbound
EDI	DCS (Dept. of Children's Services) Remittance Advice File	Department of Children's Services	Outbound
EDI/Claims	Department of Children's Services File – 837P	Department of Children's Services	Inbound
EDI	Dental Benefits Manager Dental Encounters	DBM	Inbound
EDI/Claims	Dental Benefits Manager Eligibility File 834	DBM	Outbound
EDI/Claims	Dental Benefits Manager Premium Payment File – 820	DBM	Outbound
EDI	HCBS Providers Remittance Advice	HCBS Waiver Service Providers	Outbound
EDI	HCBS Providers – 837I	HCBS Waiver Service Providers	Inbound
EDI	HCBS Providers – 837P	HCBS Waiver Service Providers	Inbound
EDI	PACE Remittance Advice - 835	Program of All-inclusive Care for Elderly	Outbound
EDI	Pharmacy Benefits Manager (PBM) Eligibility File – 834	PBM	Outbound
EDI	Medi-Fax, Passport, WebMD Eligibility Inquiry	VANs	Inbound
EDI	Medi-Fax Passport, WebMD Eligibility Inquiry Response	VANs	Outbound
EDI/Claims	Palmetto – Durable Medical Equipment	Palmetto Crossover Intermediary – Part A	Inbound

Functional Area	External Entity / Interface	Entity Type	Inbound/ Outbound
Eligibility	BCBS Medicare Claim Number (HICN) Cross Reference file	BCBS Crossover Intermediary – Part A or B	Outbound
Eligibility	Cigna Medicare Claim Number (HICN) Cross Reference file	Cigna Crossover Intermediary – Part B	Outbound
Eligibility	DCS MCO Monthly Extract File	DCS	Outbound
Eligibility	1610 manual Transactions	DHS	Inbound
Eligibility	ACCENT – Medicaid Eligibility	DHS	Inbound
Eligibility	ACCENT – Reconciliation	DHS	Inbound
Eligibility	ACCENT – Referral	DHS	Inbound
Eligibility	Accent Response to Address Match	DHS	Inbound
Eligibility	TennCare to Accent Address File	DHS	Outbound
Eligibility	ARAD Notice File	DHS	Outbound
Eligibility	ARAD Summary Errors File	DHS	Outbound
Eligibility	ARAD Term File	DHS	Outbound
Eligibility	AS/400 – Presumptive Eligibility	DHS	Inbound
Eligibility	BENDEX	DHS	Inbound
Eligibility	DCS Immediate (Presumptive) Eligibility file	DHS	Inbound
Eligibility	Dept. of Children’s Services (DCS) Presumptive Eligibility Return file	DHS	Outbound
Eligibility	Department of Human Services (DHS) Daily Individual Extract (Initial)	DHS	Inbound
Eligibility	Department of Human Services (DHS) Daily Ineligibles	DHS	Inbound
Eligibility	Matched Input with RID Discrepancies	DHS	Inbound
Eligibility	Medicaid Benefit Issuance	DHS	Inbound
Eligibility	Medicaid Pending/Denied Individual Extract Pending file	DHS	Inbound
Eligibility	Monthly Waiver Recon	DHS	Outbound
Eligibility	Online Appointment Tracking System (OATS) thirty (30) Day Notice (Term) File	DHS	Outbound
Eligibility	Online Appointment Tracking System (OATS) ninety (90) Day Merged File	DHS	Outbound
Eligibility	Online Appointment Tracking System (OATS) ninety (90) Day Notice (Term) File	DHS	Outbound
Eligibility	Online Appointment Tracking System (OATS) Initial Return File	DHS	Outbound
Eligibility	Patient Liability	DHS	Inbound
Eligibility	Sorted Social Security Number	DHS	Outbound
Eligibility	TennCare Referral Eligibility	DHS	Outbound



Functional Area	External Entity / Interface	Entity Type	Inbound/ Outbound
	Errors		
Eligibility	TennCare Referral Syntax Errors	DHS	Outbound
Eligibility	TennCare Responses	DHS	Outbound
Eligibility	SDX /SSI Recon Processing	DHS/Social Security Administration	Inbound
Eligibility	SDX Daily Update File	DHS/Social Security Administration	Inbound
Eligibility	Department of Corrections (DOC) /Prisoner	Department of Corrections	Inbound
Eligibility	DOH Eligibility Inquiry Response	DOH	Outbound
Eligibility	DOH Vital Statistics Death Records	DOH	Inbound
Eligibility	DOH Outreach File (Children Under 21) -	DOH	Outbound
Eligibility	DOH Pregnant Women File	DOH	Outbound
Eligibility	Mental Health & Developmental Disabilities Interface File transactions	MHDD	Inbound
Eligibility	State Judicial Only File	MHDD	Outbound
Eligibility	COBA Eligibility Extract	Palmetto Crossover Intermediary – Part A	Outbound
Eligibility	ProLaw Daily Appeals File	Keystone Peer Review	Inbound
Eligibility	ProLaw On Request Appeals File	Keystone Peer Review	Inbound
Enroll	Behavioral Health Organization Error Judicial File	Each BHO	Outbound
Enroll	Magellan Assessment File	Each BHO	Inbound
Enroll	Magellan Assessment File	Each BHO	Outbound
Enroll	Magellan Enrollment Files – 834	Each BHO	Inbound
Enroll	TennCare DCS (Exiting) Custody File	DCS	Inbound
Enroll	Children in Custody Files -	Each BHO	Outbound
Enroll	Children in Custody Files -	MCO 011	Outbound
Enroll	Dept of Children's Services (DCS) (Exiting) Custody Ineligible File	DCS	Outbound
Enroll	Dept of Children's Services (DCS) (Exiting) Custody No Date of Birth	DCS	Outbound
Enroll	Department of Children's Services (DCS) (Exiting) Custody No Match	DCS	Outbound
Enroll	Department of Children's Services (DCS) (Exiting) Custody No Name	DCS	Outbound
Enroll	DCS (Exiting) Custody Wrong Social Security Number File	DCS	Outbound
Enroll	TennCare DCS Regina (Entering ) File	DCS	Inbound
Enroll	Department of Children's	DCS	Outbound

Functional Area	External Entity / Interface	Entity Type	Inbound/ Outbound
	Services Regina (Entering ) Ineligibles		
Enroll	DCS Regina (Entering) No Match	DCS	Outbound
Enroll	DCS Incarceration File	DCS	Inbound
Enroll	MCO Enrollment Files - 834	Each MCO	Inbound
Enroll	Dept of Personnel (DOP) Response File	DOP	Inbound/Outbound
EPSDT	BHO EPSDT Screening File	Each BHO	Outbound
EPSDT	MCO EPSDT Screening File	Each MCO	Outbound
EPSDT	Immunization Registry	Department of Health	Inbound
EPSDT	Immunization Request	Department of Health	Outbound
F & A	State Wage File	Program Integrity Unit	Inbound
F & A	SSA TPL Files (Death Match)	DHS	Inbound
Financial	Accounts Receivable File – STARS Format	STARS	Outbound
Financial	Payment File – STARS Format	STARS	Outbound
Financial	Refund Data File – STARS Format	STARS	Outbound
Financial	STARS History File	STARS	Inbound
MAR	Medicaid Statistical Information System (MSIS) All Other Claims File	CMS	Outbound
MAR	MSIS ELIGIBLE	CMS	Outbound
MAR	MSIS Inpatient Claims File	CMS	Outbound
MAR	MSIS Long Term Care Claims	CMS	Outbound
MAR	MSIS Pharmacy Claims File	CMS	Outbound
Premium	Bankruptcy File	Attorney General	Inbound
Premium	Case Additions/ Updates	DHS	Inbound
Premium	Am South Lock Box Premium Collection File	BANK	Inbound
Provider	Better Health Plan Provider Network Files	Each MCO	Inbound
Provider	Centers for Medicare and Medicaid Services Sanction Interface	Centers for Medicare and Medicaid Services	Inbound
Provider	Pharmacy License File	C & I; State Pharmacy Board	Inbound
Provider	State Licensure File	C & I State Pharmacy Board	Inbound
Reference	CIGNA/Medicare Rate Schedule	Cigna Crossover Intermediary – Part B	Inbound
Reference	Healthcare Common Procedure Coding System (HCPCS)	CMS	Inbound
Reference	First Data Bank (FDB)/Drug File	First Data Bank	Inbound
Reference:	ICD9 (Clinical Modification) Procedure & Diagnosis file	St Anthony	Inbound
TPL	Response Third Party Liability File	Each MCC	Inbound
TPL	Carrier Third Party Liability File	Each MCC	Outbound

Functional Area	External Entity / Interface	Entity Type	Inbound/ Outbound
TPL	Blue Care Resource Third Party Liability File	Each MCC	Outbound
TPL	EDB (Medicare Enrollment Database) – Inbound	CMS	Inbound
TPL	EDB (Medicare Enrollment Database) - Outbound	CMS	Outbound
TPL	PHP Commercial Carrier – 270	Commercial Insurers	Outbound
TPL	PHP Commercial Carrier – 271	Commercial Insurers	Inbound
TPL	County Jail Warm Body File	County Jails	Inbound
TPL	Department of Personnel File	Department of Personnel	Inbound
TPL	ACCENT Transactions	DHS	Inbound
TPL	Child Support (Absent Parent (IV-D)) File	DHS	Inbound
TPL	Child Support (Absent Parent (IV-D)) Request File	DHS	Outbound
TPL	DEERS/CHAMPUS Elig File	Department of Defense	Outbound
TPL	DEERS/ CHAMPUS Response File	Department of Defense	Inbound
TPL	State Health Plan/Tennessee Insurance System (SHP/TIS)	F & A Insurance Admin	Inbound
TPL	Employer Health Plan Data (Program Integrity Unit)	Program Integrity Unit	Inbound
TPL	State Prison Warm Body File	State Prison	Inbound
TPL	Public Assistance Reporting Info System (PARIS) Request File	Veteran's Administration	Inbound
TPL	Public Assistance Reporting Info System (PARIS) Response	Veteran's Administration	Outbound
TPL	Estate recovery Not Found File	TPL	Inbound/Outbound
TPL	Estate Recovery Surviving Spouse -	TPL	Inbound/Outbound
TPL	Estate Recovery Matched	TPL	Inbound/Outbound
TPL	Estate Recovery Extract File	TPL	Inbound/Outbound
TPL	TPL Contractor Carrier file	TPL	Inbound
TPL	TPL Contractor Response File	TPL	Inbound

**C.7 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.3.10.1.11 in its entirety and insert the following in its place:**

A.3.10.1.11 Maintain the capability to store supplemental drug rebate invoice information.

**C.8 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.3.11 in its entirety and insert the following in its place:**

**A.3.11 Claims/Encounter Claims**

The purpose of the Claims and Encounter Claims business process is to ensure that fee-for-service (FFS) claims from enrolled providers; and encounter claims data from Managed Care Contractors are received, tracked, processed, adjudicated, and reported accurately and in a timely manner. Data from Reference, Provider, Eligibility, Enrollment, Third-Party payers, Claims History, Financial Transactions, and Prior Authorization are utilized in processing FFS claims. Claims may be received electronically or on paper. Data from Reference, Provider, Eligibility, Enrollment, Third-Party payers, and Encounter History are utilized in processing encounter claims.

**C.9 .Delete RFP Attachment 6.1, Pro Forma Contract, Section A.3.11.3.168 in its entirety and insert the following in its place:**

- A.3.11.3.168 Return within one (1) business day of discovery, claims that have missing or unreadable required data. Any attachments must be returned with the claims. Instructions for the providers on how to correct and resubmit the returned claims must be included when the claims are returned to the provider and tracked via an audit trail. All claims correspondence sent to and retrieved from providers must be imaged and associated with the provider's record. All correspondence must be stored and retrievable online upon authorized user demand.

**C.10 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.3.11.3.184 in its entirety and insert the following in its place:**

- A.3.11.3.184 Contractor must evaluate suspended or denied claims for reason of "out of timely filing" to determine if there are any extenuating circumstances.

**C.11 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.3.18.6.1 in its entirety and insert the following in its place:**

- A.3.18.6.1 Maintain an automated mechanism of assigning unique provider numbers.

**C.12 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.4.2.2.1 in its entirety and insert the following in its place:**

- A.4.2.2.1 TCMIS Systems Manager and adequate professional systems engineering (programmer/analyst) staff shall be responsive to TCMIS Contract requirements.

The minimum qualifications for the Systems Manager are specified in this Contract. The Systems Manager shall serve as the primary liaison between the Modification Team and Bureau staff for all system changes.

The Contractor shall be required to provide and maintain a modification and enhancement staff to perform the system modifications and enhancements of the TCMIS. This staff will be in addition to the maintenance staffing. The staff shall be identified by the Contractor as modification and enhancement staff and shall be assigned to modification and enhancement projects. Additionally, the staff can be assigned to maintenance and support with the approval of the Bureau of TennCare.

The Contractor shall assign all other resources to subsystems or subsystem areas as necessary to perform all system modifications and enhancements of the TCMIS. The Contractor must ensure that all staff members possess the necessary technical background, education, and skills to perform in the various environments necessary to support the TCMIS.

The Contractor will provide a monthly report of time spent by job category for Information Analysts, Business Services Analysts and Project Managers. Based upon the Contractor's staffing levels the minimum number hours are:

Information Analyst/Specialist:	93,810 hours per year
Business Services Analyst:	26,550 hours per year
Project Manager:	10,620 hours per year

Technical Delivery Team Managers (TDTM) and the rest of the Project Management Office (PMO) time including the Work Planner, Release Coordinator, Change Management Coordinator, Project Analyst, and Clerk will not be applied to the minimum hours above. At the end of each State fiscal year the Contractor will provide an accounting of the hours spent by job category during that fiscal year. If the total of a job category falls below the minimum, those hours will be added to the minimum totals for the next year. At the end of the Contract the Contractor and the Bureau will review the total hours spent versus the minimum commitments. If the Contractor fails to meet the minimum hours, the State may impose liquidated damages. Refer to RFP Attachment 6.1, Pro Forma Contract Sections 6.1.2.2.2.14, 6.1.2.2.2.15, and 6.2.2.2.16.

Any enhancement that requires services outside of the existing staff will be considered a special project and will be funded and managed separately from the existing staffing and the existing processes. Special Project Support is discussed in Section A.4.3.

The Contractor must have qualified staff available on a timely basis to support modification task activities following Bureau approval of work on system change requests. It is the Bureau's expectation that all modification activity will be accomplished within the budgeted effort and that all hours of modification work will be expended each Contract year. Hours used in excess of the annual allocation may be credited to any previous year's unused balance or secured through execution of an amendment to the Contract. Hours remaining shall be carried forward to the next Contract year.

**C.13 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.4.4.2.1 in its entirety and insert the following in its place:**

- A.4.4.2.1      The Contractor must create and execute a Bureau-approved test plan for each major change request before the change request is implemented, or as requested by the Bureau.

**C.14 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.6.1 in its entirety and insert the following in its place:**

**A.6.1      Facilities Manager Staffing Contractor Requirements**

The Contractor shall be required to provide and maintain a staff, beginning December 1, 2008, sufficient to complete all task functions required for the operation of the TCMIS throughout the life of this Contract. All personnel shall be the employees of the Contractor and shall be fully qualified to perform the work required in the Contract. The Contractor must ensure that all staff members possess the necessary technical background, education, and skills to perform in the various environments and capacities necessary to support the TCMIS infrastructure.

The Bureau shall have the absolute right to approve or disapprove the Contractor's and any subcontractor's staff, or to require the removal or reassignment of any Contractor employee or subcontractor personnel found unacceptable to the Bureau.

The Contractor shall notify the Bureau, in writing, of any change in key personnel at least thirty (30) days prior to the change. The Contractor shall, upon request, provide the Bureau with a resume of any member of its staff or subcontractor's staff assigned to any aspect of the performance of this Contract.

The Contractor shall provide resumes for all key personnel, and other personnel if requested by the Bureau. Key operations personnel are defined as:

- a. Account Manager
- b. Deputy Account Manager
- c. Project Management Office (PMO) Director
- d. Operations Project Manager(s)

- e. Operations Processing Manager
- f. Computer Operations Manager
- g. TCMIS Systems Manager
- h. Database Administrator
- i. Enhancement Project Manager
- j. Transition Project Manager
- k. Transition Deputy Project Manager

**C.15 Delete RFP Attachment 6.3, Sections A and B in their entirety and insert the following in their place:**

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION A		
PROPOSER NAME: _____		
<b>SECTION A — MANDATORY REQUIREMENTS</b>		
<p>The Proposer must address ALL Mandatory Requirements section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). The RFP Coordinator will review all general mandatory requirements, including, but not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Proposal received on or before the Proposal Deadline.</li> <li>• Technical Proposal copies and Cost Proposal packaged separately.</li> <li>• Technical Proposal contains NO cost data.</li> <li>• Proposer did NOT submit alternate proposals.</li> <li>• Proposer did NOT submit multiple proposals in a different form.</li> <li>• Technical Proposal does NOT contain any restrictions of the rights of the State or other qualification of the proposal.</li> </ul> <p>The RFP Coordinator will also review the proposal to determine if the Mandatory Requirement Items (below) are met and mark each with pass or fail. For each requirement that is not met, the Proposal Evaluation Team must review the proposal and attach a written determination.</p> <p>Any contract resulting from this RFP process shall incorporate by reference the respective proposal responses to all items below as a part of said contract (refer to <i>pro forma</i> contract “Special Terms and Conditions”).</p> <p><b>NOTICE:</b> In addition to these requirements, the State will also evaluate compliance with ALL RFP requirements.</p>		
Proposal Page # (to be completed by Proposer)	Mandatory Requirement Items	State Use ONLY
		Pass/Fail
	<b>A.1</b> Provide the Proposal Transmittal and Statement of Certifications and Assurances (detailed in RFP Attachment 6.2) completed and signed, in the space provided, by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract.  <b>Each Proposer <u>must</u> sign the Proposal Transmittal and Statement of Certifications and Assurances without exception or qualification.</b>	
	<b>A.2</b> Provide the following as documentation of financial responsibility and stability: <ul style="list-style-type: none"> <li>• a current written bank reference, in the form of a standard business letter, indicating that the proposer’s business relationship with the financial institution is in positive standing,</li> <li>• two (2) current written, positive credit references, in the form of standard business letters, from vendors with which the Proposer has done business and, documentation of a positive credit</li> </ul>	



	<p>rating determined by an accredited credit bureau within the last six (6) months;</p> <ul style="list-style-type: none"> <li>• a copy of a valid certificate of insurance indicating liability insurance in the amount of at least Five Million dollars (\$5,000,000);</li> <li>• a letter of commitment from a financial institution (signed by an authorized agent of the financial institution and detailing the proposer's name) for a general line of credit in the amount of Five Hundred Thousand Dollars (\$500,000.00).</li> </ul>	
	<p><b>A.3</b> Provide a statement of whether the Proposer, or any individual who shall perform work under the contract, has a possible conflict of interest (e.g. employment by the State of Tennessee) and, if so, the nature of that conflict.</p> <p><b>Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.</b></p>	
	<p><b>A.4</b> Provide the name, mailing address, and telephone number of the person the State should contact regarding the proposal.</p>	
	<p><b>A.5</b> State whether the proposer intends to use subcontractors - if so, clearly identify the names of the subcontractors along with complete mailing addresses and the scope and portions of the work the subcontractors shall perform.</p>	
	<p><b>A.6</b> Describe the proposer's form of business (e.g. individual, sole proprietor, corporation, non-profit corporation, partnership, joint venture, limited liability company, et cetera)</p>	
	<p><b>A.7</b> If the proposer is a joint venture, provide: information that clearly details the respective responsibilities and functions that each principal of the joint venture or partnering entities would perform if awarded a contract pursuant to the RFP; and a copy of the joint venture or partnering agreements that identify the principals involved as well as their rights and responsibilities regarding a contract pursuant to the RFP.</p>	
	<p><b>A.8</b> Provide evidence that the proposer has completed, as the primary provider of implementation services, a takeover of a Medicaid Management Information System (MMIS). As evidence of meeting this requirement, proposer will complete a table listing all clients of the proposer that meet the above criteria, with the name of the entity, budget, number of clients, the dates of the engagement, services provided by the proposer, the engagement status as of RFP submission (e.g. complete, in progress), the products implemented and the modules/ functionality within those products that were deployed.</p>	

	<p><b>A.9</b> The Proposal must indicate if the solution utilizes all State standard software and hardware products or includes non-State standard products.</p> <p>a) If the solution utilizes all State standard products, no additional response is needed.</p> <p>b) If the solution utilizes non-State standard products, the Proposal must include the following <u>for each non-State standard product</u>:</p> <ol style="list-style-type: none"> <li>1. Supporting Documentation <ol style="list-style-type: none"> <li>i) List the product name, manufacturer, version number, and release date</li> <li>ii) Describe in detail the compatibility and/or interoperability with the State's technical environment</li> </ol> </li> <li>2. If there is an equivalent State standard product, include a statement confirming that the vendor will replace the non-State standard product with the equivalent State standard product, prior to implementation, with no increase in proposed cost. If the vendor does not agree to do this, the Proposal will be disqualified.</li> </ol> <p>OR:</p> <p>If there is <u>no</u> equivalent State standard product, include a statement indicating such. In this case, the State reserves the right to consider the proposed products on a case-by-case basis. The decision to allow or disallow such software shall be at the State's sole discretion; if the State decides to disallow the software, the State may disqualify the Proposal.</p>	
	<p><b>A.10</b> Please provide the most recent audited copy of the Proposer's balance sheet.</p>	
	<p><b>A.11</b> Please provide the following information</p> <ul style="list-style-type: none"> <li>- Proposer's present ratio of assets to liabilities</li> <li>- Proposer's level of working capital (current assets[accounts receivable plus inventory] minus current liabilities[accounts payable])</li> </ul>	

<b>TECHNICAL PROPOSAL &amp; EVALUATION GUIDE — SECTION B</b>	
<b>PROPOSER NAME:</b>	
<b>SECTION B — QUALIFICATIONS &amp; EXPERIENCE</b>	

**The Proposer must address ALL Qualifications and Experience section items and provide, in sequence, the information and documentation as required (referenced with the associated item references).  
A Proposal Evaluation Team, made up of three (3) or more State employees, will independently evaluate and score the proposal's "qualifications and experience" responses.  
Any contract resulting from this RFP process shall incorporate by reference the respective proposal responses to all items below as a part of said contract (refer to *pro forma* contract "Special Terms and Conditions").**

<b>Proposal Page # (to be completed by Proposer)</b>	<b>Qualifications &amp; Experience Items</b>
	<b>B.1</b> Describe the Proposer's form of business (e.g. individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and detail the name, mailing address, and telephone number of the person the State should contact regarding the proposal.
	<b>B.2</b> Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer company within the last ten (10) years, and if so, an explanation providing relevant details.
	<b>B.3</b> Provide a statement of whether the Proposer or any of the Proposer's employees, agents, independent contractors, or subcontractors have been convicted of, pled guilty to, or pled nolo contendere to any felony, and if so, an explanation providing relevant details.
	<b>B.4</b> Provide a statement of whether there is any pending litigation against the Proposer; and if such litigation exists, an attached opinion of counsel as to whether the pending litigation will impair the Proposer's performance in a Contract under this Contract.
	<b>B.5</b> Provide a statement of whether, in the last ten (10) years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details.
	<b>B.6</b> Provide a statement of whether there are any pending Securities Exchange Commission investigations involving the Proposer, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) will impair the Proposer's performance in a contract under this RFP.
	<b>B.7</b> Provide a brief, descriptive statement indicating the Proposer's credentials to deliver the services sought under this RFP.
	<b>B.8</b> Briefly describe how long the Proposer has been performing the services required by this RFP and include the number of years in business.
	<b>B.9</b> Describe the Proposer organization's number of employees, client base, and location of offices.
	<b>B.10</b> Provide a narrative description of the proposed project team, its members, and organizational structure.
	<p><b>B.11</b> Provide a personnel roster and resumes of key people who shall be assigned by the Proposer to perform duties or services under the contract (include estimated number of hours to be worked on the contract for each person, and the resumes shall detail each individual's title, education, current position with the Proposer, and employment history) as well as an organizational chart highlighting the key people who shall be assigned to accomplish the work required by this RFP and illustrating the lines of authority and designate the individual responsible for the completion of each service component and deliverable of the RFP. The following Proposer roles will be considered key personnel for this project:</p> <ul style="list-style-type: none"> <li>• Account Manager. Account Manager.</li> <li>• Deputy Account Manager</li> <li>• Project Management Office (PMO) Director.</li> <li>• Operations Project Managers(s).</li> </ul>

	<ul style="list-style-type: none"> <li>• Operations Processing Manager.</li> <li>• Computer Operations Manager.</li> <li>• TCMIS Systems Manager.</li> <li>• Enhancement Project Manager.</li> <li>• Database Administrator.</li> <li>• Transition Project Manager.</li> <li>• Transition Deputy Project Manager.</li> </ul> <p>The State expects that all of these key personnel will be dedicated full-time to the project. Proposer may not propose any one (1) person to fill more than one (1) key position listed above.</p> <p>a) Provide in a table format the following information for these key personnel, and for any other Proposer personnel that the Proposer wishes to present as part of its response:</p> <ul style="list-style-type: none"> <li>• Name;</li> <li>• Title;</li> <li>• Role (specific work to be performed);</li> <li>• Brief description (two-hundred fifty (250) words or less) of qualifications and relevant experience that makes the proposed individual suitable for his/her designated role on this project;</li> <li>• Estimated number of hours by State fiscal year under the Contract; and,</li> <li>• The individual's employment status (employee, contractor, etc.) and tenure with proposing firm.</li> <li>• Provide detailed professional resumes for all staff members presented above.</li> </ul> <p>b) All Proposer personnel assigned to this project will be subject to the States' approval, including those submitted as part of the proposal. Upon their approval by the State, the State and the Proposer will agree to designate as key personnel the specific members of the project team who are in the roles listed above. Specific conditions and requirements will apply to key personnel as stated in Section A.6. of RFP Attachment 6.1, <i>Pro Forma</i> Contract.</p> <p>Note: A Personnel Resume Format Is included as Attachment 6.3.1.</p>
	<p><b>B.12</b> Provide a statement of whether the Proposer intends to use subcontractors, and if so, the names and mailing addresses of the committed subcontractors and a description of the scope and portions of the work the subcontractors will perform.</p>
	<p><b>B.13</b> Provide documentation of Proposer commitment to diversity as represented by its business strategy, business relationships, and workforce — this documentation should detail:</p> <ul style="list-style-type: none"> <li>• a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a disability and small business enterprises;</li> <li>• a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a disability and small business enterprises, including the following information: <ul style="list-style-type: none"> <li>○ contract description and total value;</li> <li>○ contractor name and ownership characteristics (e.g. ethnicity, sex, disability);</li> <li>○ contractor contact and telephone number;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• an estimate of the level of participation by business enterprises owned by minorities, women, persons with a disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> <li>○ participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics);</li> <li>○ descriptions of anticipated contracts;</li> <li>○ names and ownership characteristics (e.g. ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated;</li> </ul> </li> <li>• the percent of the Proposer's total current employees by ethnicity, sex, and disability.</li> </ul> <p><b>Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and subcontractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a disability and small business enterprises and that offers a diverse workforce to meet service needs.</b></p>
	<p><b>B.14</b> Provide customer reference for similar projects (e.g. MMIS or State government Health and Human Services related projects) representing both three (3) of the larger accounts currently serviced by the vendor and three (3) completed projects, as well as a list, if any, of all current contracts with the State of Tennessee and all those completed within the previous five (5) year period.</p> <p>Each reference must include:</p> <ul style="list-style-type: none"> <li>• the company name and business address;</li> <li>• the name, title, and telephone number of the company contact knowledgeable about the project work; and</li> <li>• a brief description of the service provided and the period of service.</li> </ul> <p>The list of contracts with the State of Tennessee must include:</p> <ul style="list-style-type: none"> <li>• the contract number;</li> <li>• the contract term; and</li> <li>• the procuring state agency for each reference.</li> </ul> <p><b>Each evaluator will generally consider the results of reference inquiries by the State regarding all references provided (both State and non-State). Current or prior contracts with the State are not a prerequisite and are not required for the maximum evaluation score possible, and the existence of such contracts with the State will not automatically result in the addition or deduction of evaluation points.</b></p>
	<p><b>B.15</b> Provide a narrative description of the recommended project and business process organization. Present an updated proposed organization chart for the implementation team, showing the Proposer's recommended project organization and including all of the recommended Proposer roles. Provide a table showing all roles (Proposer, State or subcontractor) proposed for the engagement with a brief description of the responsibilities and the recommended staffing level and expected source of personnel for each listed role.</p> <p>In addition to the narrative for this section, Proposer must complete a schedule using the format in section A.6.2.2. The schedule must present the Proposers staffing plan for Maintenance and User Support Staff.</p> <p>Note that these schedules are requesting estimates in numbers of FTEs only. Do not include any cost or pricing information on these schedules.</p>
	<p><b>B.16</b> Provide explanation(s) pertaining to: (1) projects that were not implemented within the original project timelines for all similar projects (e.g. MMIS or State government Health and Human Services related projects) that were completed within the previous five (5) year period; or (2) current projects underway where it is reasonably known that deadlines will not be met.</p> <p>For each such project please give the following information:</p> <p><b>a) Were scheduling deadlines met? :</b></p>

	<ol style="list-style-type: none"> <li>1. If current contract, give present status of deadlines. .</li> <li>2. If not, were deadlines rescheduled or was the project rescope?</li> <li>3. Were rescheduled deadlines met?</li> <li>4. If deadlines were not met, was the Contractor found to be in breach of Contract, was the contract terminated or otherwise deferred, or were damages assessed?</li> <li>5. If damages were assessed, what were the quantity and amounts of the damages?</li> </ol> <p><b>b) Were there significant cost overruns?</b></p> <p>If the answer is yes, describe the circumstances around the overrun (e.g. the parties agreed to the overrun because the scope of the project expanded).</p>
	<p><b>B.17 a)</b> For any of the projects listed in <b>B.16</b> above, has the other contracting party notified you that they have found you to be in breach of contract, terminated or otherwise deferred the project, for any reason <b>other than</b> missing deadlines?</p> <p>If yes, explain the circumstances surrounding the breach, termination or deferral, and the resolution of the dispute.</p> <p><b>b) Debarment, Suspension or Voluntary exclusion:</b></p> <ol style="list-style-type: none"> <li>1. Has the Proposer been debarred (e.g. precluded from contracting with a government entity for a specific period of time) by any Federal or State governmental body during the last ten (10) years? If yes, give a summary of reasons for debarment and length of exclusion.</li> <li>2. Has the Proposer been suspended by any Federal or State governmental entity in the last ten (10) years? Suspension is defined as a temporary preclusion from government contracting while an investigation as to possible debarment is ongoing. If yes; give a summary of the suspension proceedings.</li> <li>3. Has the Proposer voluntarily excluded themselves from a Federal or State contract as a way to avoid a formal finding of debarment or suspension in the last ten (10) years?</li> </ol>

(Maximum Section B Score = 30)	
SCORE (for all Section B items above, B.1 through B.17):	

**C.16 Delete RFP Attachment 6.1, Pro Forma Contract Section 6.1.2.2.3.3.3 list item 4) in its entirety and insert the following in its place:**

4) Medical Policy Resolutions - Claims exceeding the limits or audit criteria are reviewed by Contractor or Bureau staff using the Bureau-approved adjudication guidelines. Corrections to claims are made and applied to the claim record. Claims that do not exceed any of the file limits or audit criteria are finalized.

**C.17 Delete RFP Attachment 6.4, Section 6.4.3 in its entirety and insert the following in its place:**

### **6.4.3 Pricing Schedule C– Operations Costs (TCMIS)**

Pricing Schedule C provides a template to show the Contractor's proposed operations costs. Contractors for the TCMIS Contract are expected to provide a base rate on a "fixed cost" basis. Pricing Schedule C1, Item #1 should indicate the proposed base rate for operations of the TCMIS, excluding enhancements. Pricing Schedule C2, Item #1 should indicate the proposed incentive fixed cost. The proposed incentive fixed cost for each year is calculated by multiplying the operations base rate for each year by fifteen



percent (15%). For example, if the proposer bids one hundred dollars (\$100) for year 1 operational base rate (Price Schedule C1), the proposer should enter fifteen dollars (\$15) as the year 1 incentive rate (Price Schedule C2). The incentive payment will be paid based on the Contractor receiving a Quality and Customer Service score greater than or equal to eighty-six (86). However, the Contractor will only receive a fifty percent (50%) incentive payment for scores between eighty-six (86) and ninety-three (93). The Contractor shall be entitled to receive one hundred percent (100%) incentive payment for scores above ninety-three (93). Refer to RFP Attachment 6.1, Pro Forma Contract Section 6.1.2.1.2.9 for performance scoring measures.

Some of the enhancements that were priced in 6.4.2 Pricing Schedule B may have ongoing operational costs in addition to the implementation costs. Items E1 – E7 of Pricing Schedule C3 on the following pages, should indicate the proposed rates, if any, for the ongoing operational costs that can be expected for each of the enhancements.

**C.18 Delete RFP Attachment 6.9 in its entirety and insert the following in its place:**

**6.9 PROCUREMENT LIBRARY**

A procurement library will be located at:

Department of Finance and Administration  
Bureau of TennCare  
310 Great Circle Road  
Nashville, TN 37243

Review dates will begin September 19, 2007 and will conclude November 7, 2007, weekends and State holidays excluded. Review time will be during normal State working hours, 8:00 a.m. through 4:30 p.m. Central Standard Time. Review time must be reserved three (3) working days in advance. Reservations can be made by contacting:

Alma Chilton, Phone number (615) 507-6384.

Reservations can be made by calling for an appointment. A copier will be made available for the reviewer to make copies at fifteen (15) cents per page. Only checks made out to the State of Tennessee will be accepted.

A DVD of materials in the Procurement Library will be made available upon request for official Proposers. The DVD can be requested through the same phone number listed above.

The attempt has been made to include as much relevant data as possible in the Procurement Library. Efforts have been made to provide information that is complete and current. However, the Bureau of TennCare does not warrant that the information is complete or current and disclaims any liability as a result of reliance by a Proposer upon library contents for the preparation of a response proposal. Items included in the Procurement Library are:

- RFP and Proposal for the DHS Vision Integration Platform (VIP) implementation

VIP RFP website <http://www.tennessee.gov/humanserv/vip-rfp.htm>

- Copy of RFP and Proposal for Edison (ERP) project

Edison intranet sites:

Computer skills training; <http://intranet.state.tn.us/finance/oir/training/edison.html>

Other information; <http://intranet.state.tn.us/erp>

- Copy of TennCare Waiver:

<http://www.cms.hhs.gov/MedicaidStWaivProgDemoPGI/MWDL/list.asp>

- General Medicaid Rules
- TeamTrack information and Training Manuals
- Standards Guidelines and Technical Architecture

State website <http://www.intranet.state.tn.us/finance/oir/qa/stds/arch/architecture-current.pdf>

- Hardware/Software Product Standards <http://www.ja.nash.tenn/app/agst/>
- Software renewal spreadsheet
- Information Technology Methodology Model (ITM) - State website [http://www.intranet.state.tn.us/finance/oir/SDS/itm/WebPage/WebSite/IT\\_Mhome.htm](http://www.intranet.state.tn.us/finance/oir/SDS/itm/WebPage/WebSite/IT_Mhome.htm)
- Eligibility Categories – State website: <http://www.state.tn.us/tenncare/mem-categories.html>
- Prioritized inventory listing of all active SCRs and WRs
- Managed Care Organizations: <http://www.state.tn.us/tenncare/pro-mcos.html>
- Current Facilities Manager Turnover Plan
- Copy of Information Systems Plans: <http://www.state.tn.us/finance/oir/prd/stplan.pdf>
- Part 11 of the State Medicaid Manual <http://www.cms.hhs.gov/Manuals/PBM/itemdetail.asp?filterType=none&filterByDID=0&sortByDID=1&sortOrder=descending&itemID=CMS021927&intNumPerPage=10>
- Service Level Agreements [http://intranet.state.tn.us/finance/oir/cos/sla\\_list.html](http://intranet.state.tn.us/finance/oir/cos/sla_list.html)
- Project Workbook Homepage <http://pwb.tenncare.nash.tenn/tennessee/Default.asp>
- EDS TennCare progress report: [http://pwb.tenncare.nash.tenn/tennessee/projectplan/progress%20reports/progress%20report%20\(final\).doc](http://pwb.tenncare.nash.tenn/tennessee/projectplan/progress%20reports/progress%20report%20(final).doc)
- Standard Product list
- External Interfaces
- Current System Documentation (including All DSDs, User Manuals, and Operations Manuals)
- interChange Data Model
- All TCMIS Extract Layouts
- Software licensure repository with required additional copies as directed by the Bureau
- Operating Systems capacities
- Processing Data Volumes
- interChange Source Code and corresponding documentation
- Windows Source Code and corresponding documentation
- Web Source code and corresponding documentation
- AS400 Source code and corresponding documentation
- Bureau of TennCare Organization chart updated July 2007

**C.19 Delete RFP Contents Table (page 2) in its entirety and insert the following in its place:**

CONTENTS	
SECTION	
1	INTRODUCTION
2	RFP SCHEDULE OF EVENTS
3	PROPOSAL REQUIREMENTS
4	GENERAL REQUIREMENTS and CONTRACTING INFORMATION
5	PROPOSAL EVALUATION and CONTRACT AWARD
RFP ATTACHMENTS:	
6.1	Pro Forma Contract
6.1.1	Attachment 1
6.1.2	Attachment 2
6.1.3	Attachment 3
6.1.4	Attachment 4
6.2	Proposal Transmittal/Statement Of Certifications & Assurances
6.3	Technical Proposal and Evaluation Guide
6.4	Cost Proposal and Scoring Guide
6.5	Proposal Score Summary Matrix
6.6	Sample Performance Bond
6.7	Evaluation Notice
6.8	Organization Chart
6.9	Procurement Library
6.10	Current and Future Initiatives and TCMIS Overview
6.11	State's Hardware and Software Components
6.12	Letters and Notices Statistics

**C.20 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.5.7.3.13 in its entirety and insert the following in its place:**

A.5.7.3.13 Using MMIS architecture or State Standard ad-hoc reporting tools, the TCMIS must provide:

**C.21 Delete RFP Attachment 6.1, Pro Forma Contract, Section A.3.20.6.1.29 in its entirety and insert the following in its place:**

A.3.20.6.1.29 Make the Provider Customer Service component of the CTS available to Bureau staff or designee twenty-four hours per day, seven days per week (24/7).

The Contractor shall respond to Level two (2) requests for support within the stated guideline on at least ninety-nine percent (99%) of the requests. Response is defined as a contact with the user via, in person visit, telephone conversation, voicemail message, or email.

**The table below depicts the required response times:**

Level	Response Time in business hours
2	24 hours
3	4 hours

Upon notice of a deficiency by the State, the Contractor shall propose a Corrective Action Plan (CAP) to remedy said deficiency. If the Contractor fails to complete the mutually agreed upon CAP, liquidated damages may be assessed at a rate of ten dollars (\$10.00) per request for each request not responded to within the ninety-nine percent (99%) threshold within the Level 2 and Level 3 categories up to a maximum of five hundred dollars (\$500) per month.

**D.1 Add the following as RFP Attachment 6.11 and renumber any subsequent sections as necessary:**



## 6.11 State's Hardware and Software Components

### 6.11.1 Equipment List

<b>Servers</b>								
<i>Type</i>	<i>Machine</i>	<i>Role</i>	<i>Hostname</i>	<i>Host ID</i>	<i>Serial Number</i>	<i>State ID Tag</i>	<i>Interface</i>	<i>IP Address 1</i>
V1280	SAS Server	SAS Application Server						
V880	3 Tier Database Server	Database Server						
V240	Web Server	Web Server						
V880	Backup V880	Backup Server						
280R	280 Oracle Filenet	Oracle App Server						
280R	280 Cold MRI Filenet	Filenet App Server						
V880	V880 Seibel Oracle	Oracle App Server						
SF4900	4900 Sun 2						hme0	
		System Board						
		System Board						
		System Board						
		I/O Bolt						
		I/O Bolt						
SF4900	4900 Sun 1						hme0	
		System Board						
		System Board						
		System Board						
		I/O Bolt						
		I/O Bolt						
V100	V100 SSH for SSC0 Sun2	SSH Server for Controller					dmfe0	
V100	V100 SSH for SSC0 Sun1	SSH Server for Controller					dmfe0	
V100	T3 Management Station	T3 Management					dfme0	
V100	Management Station NEW	T3 Management					dfme0	
V100	Management Box	CST, Explorer, NFS						
<b>Peripherals</b>								
L700	L700 Tape Library	Tape Backup Unit						
IBM TAPE	3590 Tape Drive	Tape Drive						
IBM TAPE	3490 Tape Drive	Tape Drive						
Hitachi	9980	SAN						

t3b3B	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3b2B	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3b1B	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3b0B	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be4B	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be3B	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be2B	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be1B	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be0B	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3b3A	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3b2A	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3b1A	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3b0A	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be4A	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be3A	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be2A	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be1A	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						
t3be0A	3950 T3 Storage Array	Storage						
	3950 T3 Storage Array	Storage						

## 6.11.2 Backend Configuration

Type	Machine	Role	Hostname	Backend				Backend				Backend			
				Interface		Purpose	Speed	Interface		Purpose	Speed	Interface		Purpose	Speed
V880	Backup V880	Backup Server		ce0		Comm	10/100	ce3		Backup	GIG				
V880	Coldspare V880	Cold Spare for Oracle													
280R	280 Oracle Filenet	Oracle App Server													
280R	280 Cold MRI Filenet	Filenet App Server													
V880	V880 Seibel Oracle	Oracle App Server													
SF4800	4800 Sun 2			qfe0		Comm	10/100	ce1		Backup	GIG	ce0		Apps	GIG
		Service Controller		na		Comm	10/100								
SF4800	4800 Sun 1							ge0		Backup	GIG	ce0		Apps	GIG
		Service Controller		na		Comm	10/100								
V100	V100 SSH for SSC0 Sun2	SSH Server for Controller		dmfe1		Comm	10/100								
V100	V100 SSH for SSC0 Sun1	SSH Server for Controller		dmfe1		Comm	10/100								
	V100	T3 Management Station													
V100	V100	Management Box		dmfe0											
	T3	T3 Brick													
	T3	T3 Brick				Comm	10/100								
	T3	T3 Brick				Comm	10/100								
	T3	T3 Brick				Comm	10/100								
	T3	T3 Brick				Comm	10/100								
	T3	T3 Brick				Comm	10/100								
	T3	T3 Brick				Comm	10/100								
	T3	T3 Brick				Comm	10/100								
	T3	T3 Brick				Comm	10/100								
	T3	T3 Brick				Comm	10/100								
	T3	T3 Brick				Comm	10/100								
	T3	Concentrator				Comm	10/100								
	T3	Slave Service Processor				Comm	10/100								
	T3	Slave Service Processor				Comm	10/100								
	T3	Slave Service Processor				Comm	10/100								



[illegible]

### 6.11.3 TennCare Server Specifications

Physical or Virtual	Model	SERVER DESCRIPTION	Procs	Memory
V	VM	Fraud & Abuse	2	1024mb
V	VM	Fraud & Abuse	2	1024mb
V	VM	Fraud & Abuse	2	1024mb
P	Dell 2650	FileNet App	2	4096mb
P	Dell 2650	FileNet App	2	4096mb
P	Dell 2650	Mail Merge Server	2	4096mb
P	Dell 2650	Siebel App	2	4096mb
V	VM	Siebel App	2	2048mb
V	VM	Siebel App	2	3600mb
P	Dell 2650	FileNet App	2	4096mb
P	Dell 2650	FileNet App	2	4096mb
V	VM	Business Objects Auditing Server	1	1024mb
P	Dell 6850	EDIFECs Test	2	16384mb
V	VM	Interchange Web Server	1	512mb
V	VM	Interchange Web Server	2	2048mb
V	VM	Interchange Web Server	1	1024mb
V	VM	Web Trends Site Analyzer	1	512mb
V	VM	Siebel Web	1	1024mb
V	VM	Siebel Web	1	1024mb
V	VM	FileNet Web	1	1024mb
V	VM	FileNet Web	1	1024mb
V	VM	FileNet Web	1	512mb
V	VM	FileNet Web	1	1024mb

D.2 Add the following as RFP Attachment 6.12 and renumber any subsequent sections as necessary:

## 6.12 Letters and Notices Statistics

### 6.12.1 2007 Letter Volumes

Letter Type	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Account Totals
<b>QMB ID Cards</b>													0
Daily Cards	244	256	251	249	254	270	253	256					2,033
Monthly Cards	30,467	30,467	30,709	30,677	30,769	30,934	31,060	31,036	31,146				277,265
<b>WAIVER APPROVAL LETTERS</b>	1,215	1,064	1,087	999	1,211	864	1,205	1,043					8,688
<b>WAIVER DENIAL LETTERS (May 2007 includes special run of ME letters)</b>	831	737	755	687	23,169	596	722	660					28,157
<b>SSI LETTERS - include 254 letters</b>	378	347	335	319	388	342	680	651					3,440
<b>CREDITABLE COVERAGE LETTERS</b>													0
Creditable Coverage Daily	350	353	281	208	235	171	206	213					2,017
Creditable Coverage Weekly	20,165	19,101	21,583	18,739	21,248	23,106	19,825	18,064					161,831
<b>Pseudo SSN (Lack of SSN) - Initial - Quarterly</b>	0	0	231	0	0	214	0	0					445
<b>Pseudo SSN (Lack of SSN) 70 day term letter - Quarterly</b>	0	0	143	0	0	114	0	0	104				361
<b>TERMINATION LETTERS</b>													0
T01	322	201	225	185	236	179	233	175					1,756
T03	0	0	0	0	0	0	0	0					0
T08	356	392	557	316	589	309	619	280					3,418
<b>BHO'S</b>													0
BHO STATE ONLY and MID TN State only	817	697	802	559	818	792	951	771					6,207
<b>RENEWALS -</b>													0
Initial - in state - held since Dec 2004	0	0	0				0	0					0
Standard Children renewal process - 234ST.chi.rfi	0	0	0	0	0	0	0	0					0
<b>MEDICAID EXTENDS</b>	17,078	18,674	21,125	17,422	17,308	20,297	17,944	18,745	21,777				170,370
<b>MEDICALLY NEEDY BASE - held</b>	0	0	0	0	0	0	0	0					0
<b>MEDICALLY NEEDY - MCO remail match - held</b>	0	0	0	0	0	0	0	0					0
<b>MEDICALLY NEEDY - DHS remail match - held</b>	0	0	0	0	0	0	0	0					0
<b>HOTLINE LETTERS (includes Q2, Q4,Q5, Q6, P3, P6, P8, H5, H6)</b>	26,676	19,881	21,805	22,683	34,426	23,761	29,225	24,293					202,750
<b>257a.i</b>	0	0	8,696	7,235	11,304	3,171	1,510	996					32,912

Letter Type	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Account Totals
<b>257OM.i</b>	0	0	0	1,648	1,150	504	385	373					4,060
<b>TPL - Third Party Liability - held per customer</b>	0	0	0	0	0	0	0	0	0				0
<b>EPSDT - 100c</b>	34,462	32,017	35,315	26,134	27,216	29,072	30,817	32,276	30,911				278,220
<b>DANIELS (once per Quarter)</b>	0	174,043	0		164,538	0	0	154,282					492,863
<b>Premium Statement</b>	18,193	18,651	18,559	18,648	18,650	18,576	18,699	18,745	18,781	0			167,502
<b>DUNNING Premium Arrearage Initial (held March 2005 )</b>	0	0	0	0	0	0	0	0	0	0			0
<b>DUNNING Premium Arrearage Final (held March 2005 )</b>	0	0	0	0	0	0	0	0	0	0			0
<b>Good Cause (SGCNR)</b>	8	2	2	2	0	1	1	0	0	0			16
<b>20 day Term (STNM)</b>	1	1	0	0	0	0	0	0	0	0			2
<b>Turning 21 (dual) ( Jan 1 mailing dropped 12/30 due to Holiday - counted in the month of letter date)</b>	21	18	20	9	27	15	22	17	23	21			193
<b>Turning 21 (non-dual)</b>	1,751	1,445	1,578	1,514	1,604	1,557	1,751	1,751	1,797	1,639			16,387
<b>Not Institution (non-dual)</b>	12	4	1	10	4	4	5	6	6	1			53
<b>Rid Match Letters</b>													0
MTNR.ext.4 (Monthly)	16,623	17,901	14,118	16,417	18,739	15,034	14,826	16,357	14,964	16,131			161,110
MTNM.ext.3 (Daily)	2,165	2,305	2,252	1,807	2,449	1,901	2,306	1,899					17,084
MTNM.ext.3 (Monthly)	2,791	3,243	3,005	3,159	3,574	3,118	2,729	3,549	2,864	3,199			31,231
MTNM.3 (Daily)	4	2	4	2	8	5	6	2					33
MTNM.3 (Monthly)	1	4	1	1	2	2	3	3	2	3			22
MTNR.4 (Monthly)	3	31	17	26	16	21	19	24	28	25			210
<b>Good Cause (MGCNR)</b>	0	0	0	0	0	0	0	0					0
<b>STANDARD TCS - No resp - respond to STD Disenrollm enrollment (STNR)</b>	0	0	0	0	0	0	0	0					0
<b>MCO Mass Transfer</b>													
249MNA - sent Post Mass Transfer letter to inform of MCO change, stop 040107	0	10,796	7,130	0	0	0	0	0	0				17,926
249MNS - sent Post Mass Transfer letter (State only) inform of MCO change, stop 40107	0	460	492	0	0	0	0	0	0				952
<b>MAP and Child Pharmacy Notices</b>													0
MAPh.gm	1,468	1,483	1,513	1,535	1,679	1,508	1,571	1,521					12,278
MAAPh.gm	5	53	4	3	4	6	6	4					85

Letter Type	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Account Totals
SC.lm	0	0	0	0	0	0	0	0					0
MC.lm	0	1	3	0	2	2	1	1					10
CPh.gm	23	26	14	27	28	40	31	18					207
MAPh.lm.i	2	1	2	2	2	2	2	0					13
MAPh.lm.ni	20	16	96	68	47	52	116	48					463
STANDARD TCS Disenrollment Process													0
231DE base ELG-0800-O	0		0	0	0	0	0	4					4
231DE MCO ELG-0802-O	0		0	0	0	0	0	0					0
231DE DHS ELG-0804-O	0		0	0	0	0	0	0					0
231UME base ELG-0801-O	0		0	0	0	0	0	1,927					1,927
231UME MCO ELG-0803-O	0		0	0	0	0	0	363					363
231UME DHS ELG-0805-O - first August run these actually mailed 09/10/07	0		0	0	0	0	0	0	202				202
Grand Totals	176,452	354,673	192,711	171,290	381,694	176,540	177,729	330,353	122,605	21,019	0	0	2,105,066

## 6.12.2 2006 Letter Volumes

Letter Type	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Account Totals
<b>QMB ID Cards</b>													0
Daily Cards	209	152	237	170	191	241	186	251	233	203	275	145	2,493
Monthly Cards	29,145	29,839	30,649	31,288	31,056	30,890	30,826	30,766	30,773	30,637	30,570	30,491	366,930
<b>WAIVER APPROVAL LETTERS</b>	1,154	1,365	1,624	1,090	1,256	1,514	1,216	1,553	1,113	1,157	1,347	1,209	15,598
<b>WAIVER DENIAL LETTERS</b>	895	695	980	665	877	907	884	1,072	758	729	479	614	9,555
<b>SSI LETTERS</b>	115	109	142	153	168	197	187	216	209	361	398	312	2,567
<b>CREDITABLE COVERAGE LETTERS</b>													0
Creditable Coverage Daily	551	445	605	391	407	409	255	355	247	341	364	231	4,601
Creditable Coverage Weekly	34,461	41,118	21,983	21,436	32,318	22,318	12,876	24,591	17,832	20,814	20,635	28,966	299,348
<b>Pseudo SSN (Lack of SSN) - Initial - Quarterly</b>	0	0	471	0	0	336	0	0	310	0	0	307	1,424
<b>Pseudo SSN (Lack of SSN) 70 day term letter - Quarterly</b>	0	0	188	0	0	332	0	0	236	0	0	219	975
<b>TERMINATION LETTERS</b>													0
T01	210	175	180	179	196	421	271	269	243	338	316	76	2,874
T03	0	0	0	0	0					0	0	0	0
T08	847	1,103	592	447	273	497	369	520	404	448	269	329	6,098
<b>BHO'S</b>	502	304	481	353	435	515	438	700	548	643	691	613	6,223
<b>BHO STATE ONLY</b>													0
<b>RENEWALS - held since Dec 2004</b>													0
Initial - in state													0
Initial - out state													0
30 day reminder - in state													0
30 day reminder - outstate													0
70 day notice to term on 90 th day													0
<b>MEDICAID EXTENDS</b>	19,559	18,763	17,847	9,057	26,549	17,269	18,647	19,078	21,462	17,968	18,329	20,631	225,159
<b>MEDICALLY NEEDY BASE</b>	2,655	4,170	2,603	0	0	0	0	0	0	0	0		9,428
<b>MEDICALLY NEEDY - MCO remail match</b>	160	292	177	0	0	0	0	0	0	0	0		629
<b>MEDICALLY NEEDY - DHS remail match (first iC mailing March this was the February</b>		0	254	146	0	0	0	0	0	0	0		400

Letter Type	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Account Totals
2006 file)													
<b>HOTLINE LETTERS</b>	26,254	21,663	31,611	22,712	25,414	23,968	19,524	25,796	23,638	22,810	26,314	19,004	288,708
TYPE H5													0
TYPE H6													0
TYPE P3													0
TYPE P6													0
TYPE P8													0
TYPE Q2													0
TYPE Q4													0
TYPE Q5													0
TYPE Q6													0
TYPE Q3 (these have been held from Dec till August 05)													0
<b>TPL - Third Party Liability - held per customer</b>													0
<b>EPSDT - 100c</b>								31,952	31,924	31,937	31,543		127,356
<b>DANIELS (once per Quarter)</b>	148,031				183,771	0	0	162,915			163,507	34,097	692,321
<b>Premium Statement</b>	19,227	18,405	18,144	18,542	19,221	19,283	19,172	19,710	19,692	20,129	19,490	18,890	229,905
<b>DUNNING Premium Arrearage Initial (held March 2005 )</b>													0
<b>DUNNING Premium Arrearage Final (held March 2005 )</b>													0
<b>Good Cause (SGCNR)</b>	4	3	3	2	0	1	0	1		0	27	105	146
<b>20 day Term (STNM)</b>	9,593	16	2	2	0	0	0	0	1	40	1,232	40	10,926
<b>Turning 21 (dual) ( Jan 1 mailing dropped 12/30 due to Holiday)</b>		17	16	21	23	22	25	25	17	18	18	18	220
<b>Turning 21 (non-dual)</b>		1,637	1,817	1,449	1,552	1,558	1,832	1,809	1,815	1,662	1,699	1,651	18,481
<b>Leaving Institution (non-dual)</b>		4	2	6	6	7	11	10	11	8	5	9	79
<b>Rid Match Letters</b>													0
MTNR.ext.3 (Monthly)	4,121	3,823	4,156	13,674	14,804	8,928	22,266	13,446	15,584	15,835	18,227	15,323	150,187
MTNM.ext.3 (Daily)	1,114	1,292	1,835	2,379	1,373	1,302	1,398	2,733	1,886	1,803	3,146	1,501	21,762
MTNM.ext.3 (Monthly)	13,116	10,836	13,320	4,496	3,551	2,090	3,475	3,206	3,086	3,401	3,583	2,768	66,928
MTNM.3 (Daily)	1,164	1,034	422	404	385	85	5	2	12	3	12	0	3,528



Letter Type	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Account Totals
MTNM.3 (Monthly)	10,444	1,743	1,444	1,962	1,313	11	0	9	3	2	5	0	16,936
MTNR.3 (Monthly)	11,790	1,161	1,016	2,266	1,271	0	0	42	20	23	20	13	17,622
<b>Good Cause (MGCNR)</b>	1	108	12	28	26	1	0	0	0	0	0	0	176
<b>STANDARD TCS No resp (STNR)</b>	0	0	0	0	900	0	0	0	0	0	5,756	0	6,656
<b>MAP and Child Pharmacy Notices</b>													0
MAPh.gm	0	0	0	0	0	0	0	14,293	1,690	1,583	1,441	1,528	20,535
MAAPh.gm	0	0	0	0	0	0	0	39	6	9	5	0	59
SC.lm	0	0	0	0	0	0	0	1	1	0	0	0	2
MC.lm	0	0	0	0	0	0	0	16	3	0	0	2	21
CPh.gm	0	0	0	0	0	0	0	167	26	24	30	13	260
MAPh.lm.i	0	0	0	0	0	0	0	44	0	1	1	1	47
MAPh.lm.ni	0	0	0	0	0	0	0	703	102	66	51	136	1,058
STANDARD TCS Disenrollment Process		0	0	0	0								0
231DE base ELG-0800-O	0	0	0	0	0		0	0	0	407	0	0	407
231DE MCO ELG-0802-O	0	0	0	0	0		0	0	0	52	0	0	52
231DE DHS ELG-0804-O	0	0	0	0	0		0	0	0	30	0	0	30
231UME base ELG-0801-O	0	0	0	0	0		0	0	0	4,991	0	0	4,991
231UME MCO ELG-0803-O	0	0	0	0	0		0	0	0	757	0	0	757
231UME DHS ELG-0805-O	0	0	0	0	0		0	0	0	483	0	0	483
Grand Totals													2,634,941

### 6.12.3 Letter Frequency

Mailing	Estimated Mail Date
BHO	Daily
Medicaid Extends XT	Monthly
ELG-0651-M 231MN.rfi - XR	
ELG-0662- M 231MN.rfi MCO remail XQ	
ELG-0663- M 231MN.rfi DHS remail XS (March file)	
Daniels	Monthly
ID Card - Monthly	Monthly
ID Card	
Premium Statements	Monthly
Hotline Letters	Daily
EPSDT 100c	Monthly
Creditable Cov w/Cert	Daily
Creditable Cov w/Cert	Weekly - Terms
220 - Pseudo SSN	Monthly
227 - 70 day Term Pseudo SSN	Monthly
Waiver Approval	Weekly
Waiver Denials	Daily
ELG-0700-D (234STNM)	Daily
ELG-0656-W (234SGCNR)	Weekly
ELG-0655-W (234MGCNR)	Weekly
234MTNR .ext (ELG-0661-M)	Monthly
234MTNR (ELG-0654-M)	Monthly
234MTNM.ext (ELG-0660-D)	Daily
234MTNM.ext (ELG-0660-M)	Monthly
234MTNM (ELG-0701-M)	Monthly
234MTNM (ELG-0701-D)	Daily
245MAPh.gm	Weekly
245MAAPh.gm	Weekly
245SC.lm	Weekly
245MC.lm	Weekly
245CPh.gm	Weekly
245MAPh.lm.i	Weekly
245MAPh.lm.ni	Weekly
243BMA.t21.d (ELG-0664-M)	12/29/06
243BMA.t21.nd (ELG-0659-M)	12/29/06
243BMA.ni.nd (ELG-0658-M)	12/29/06
Terminations	Daily
SSI	Daily
052.13 Initial Dunning Notice DNI	Monthly
056.12 Dunning Notice - DNT	Monthly
249MNA	Daily
249MNS	Daily
257a.i	Daily
249M	02/15/07
249MS	02/15/07